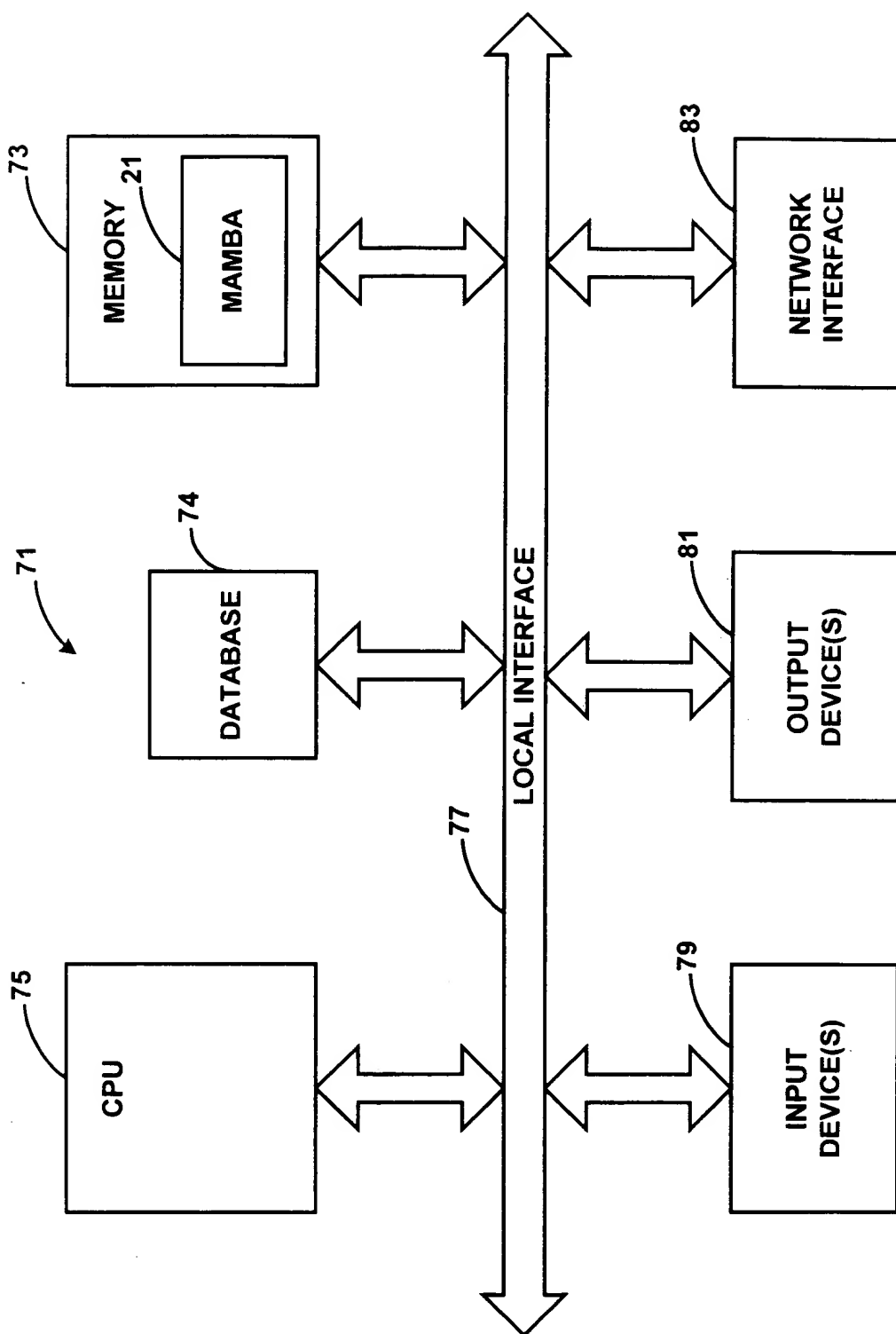
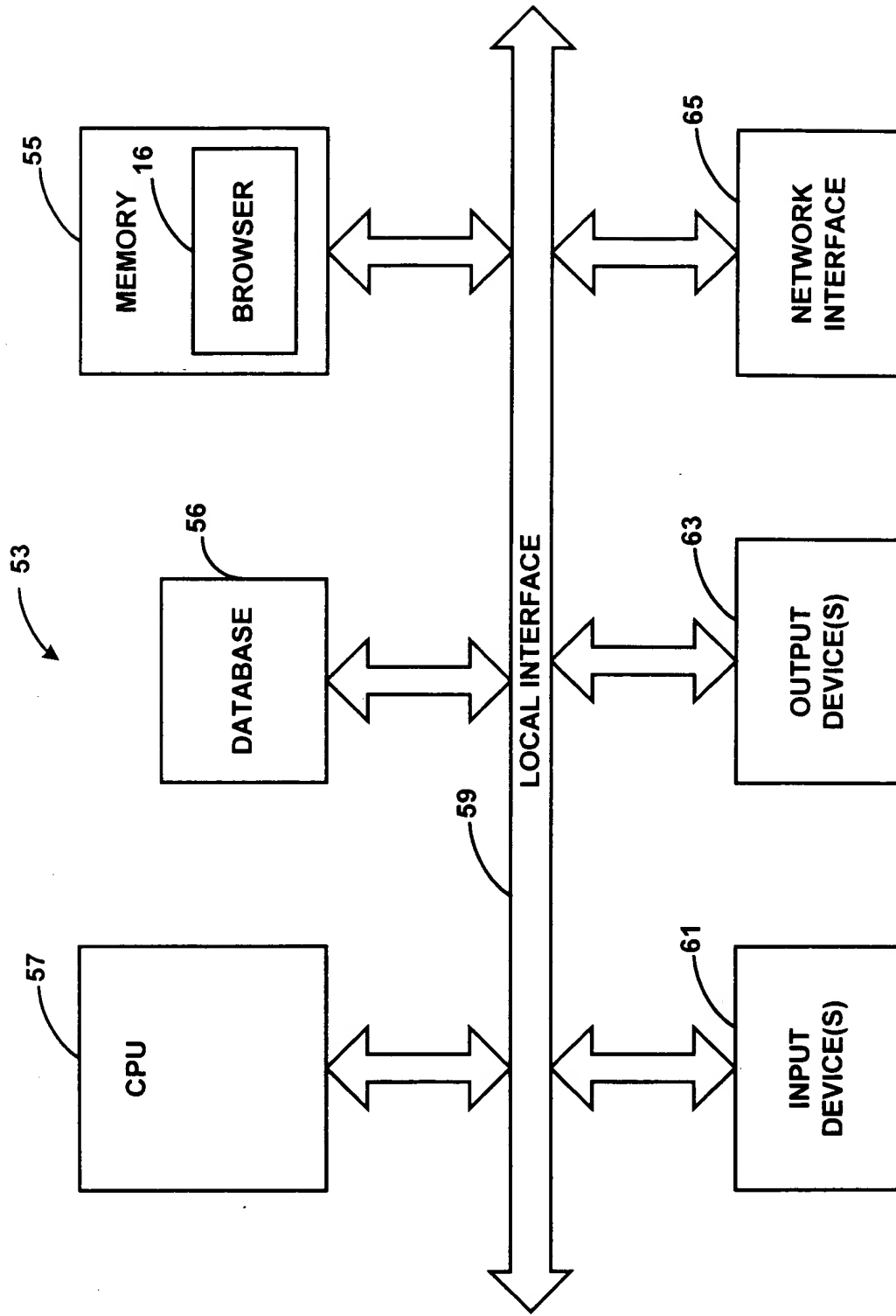


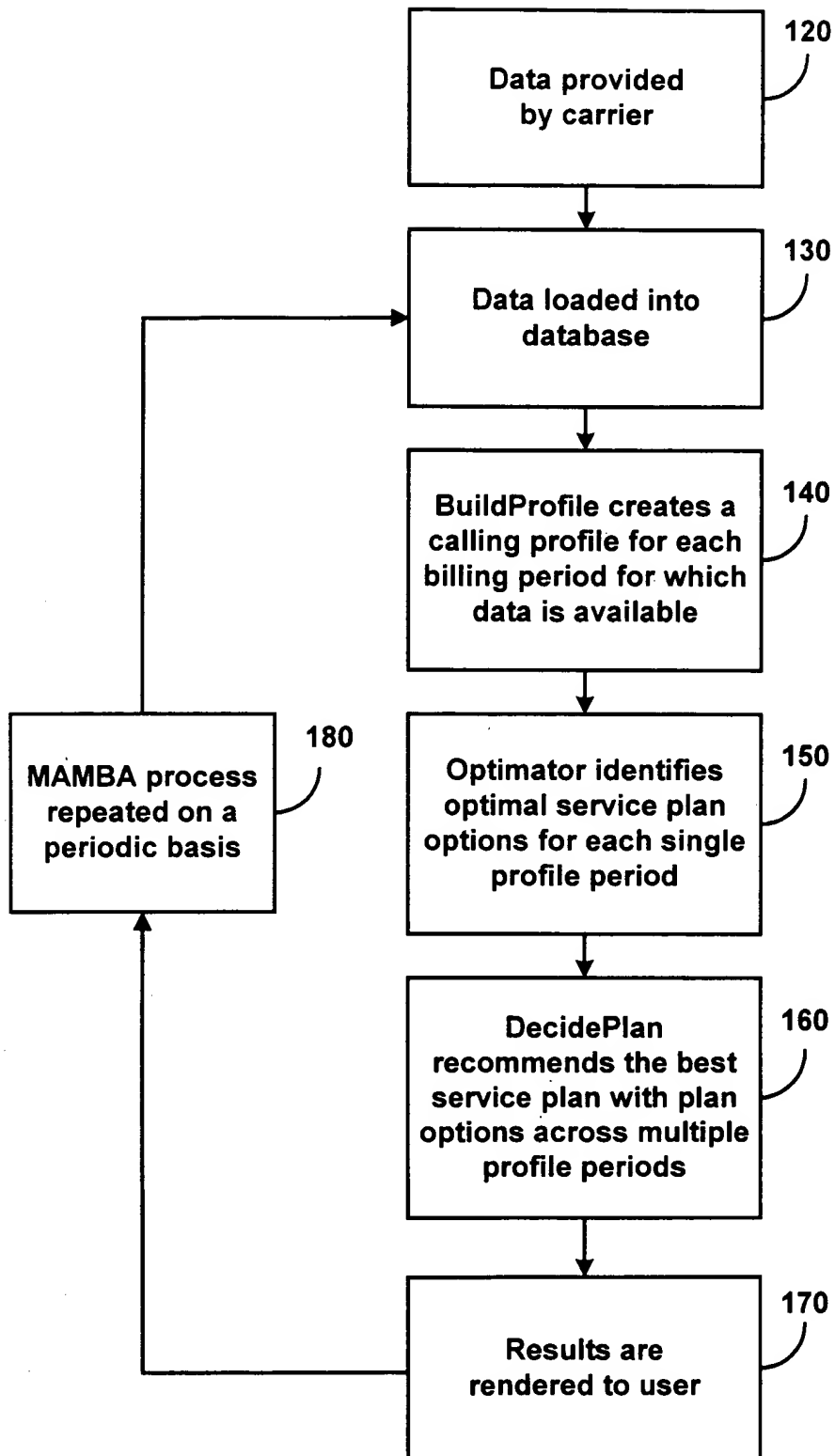
FIG. 1



**FIG. 2A**



**FIG. 2B**



**FIG. 3**

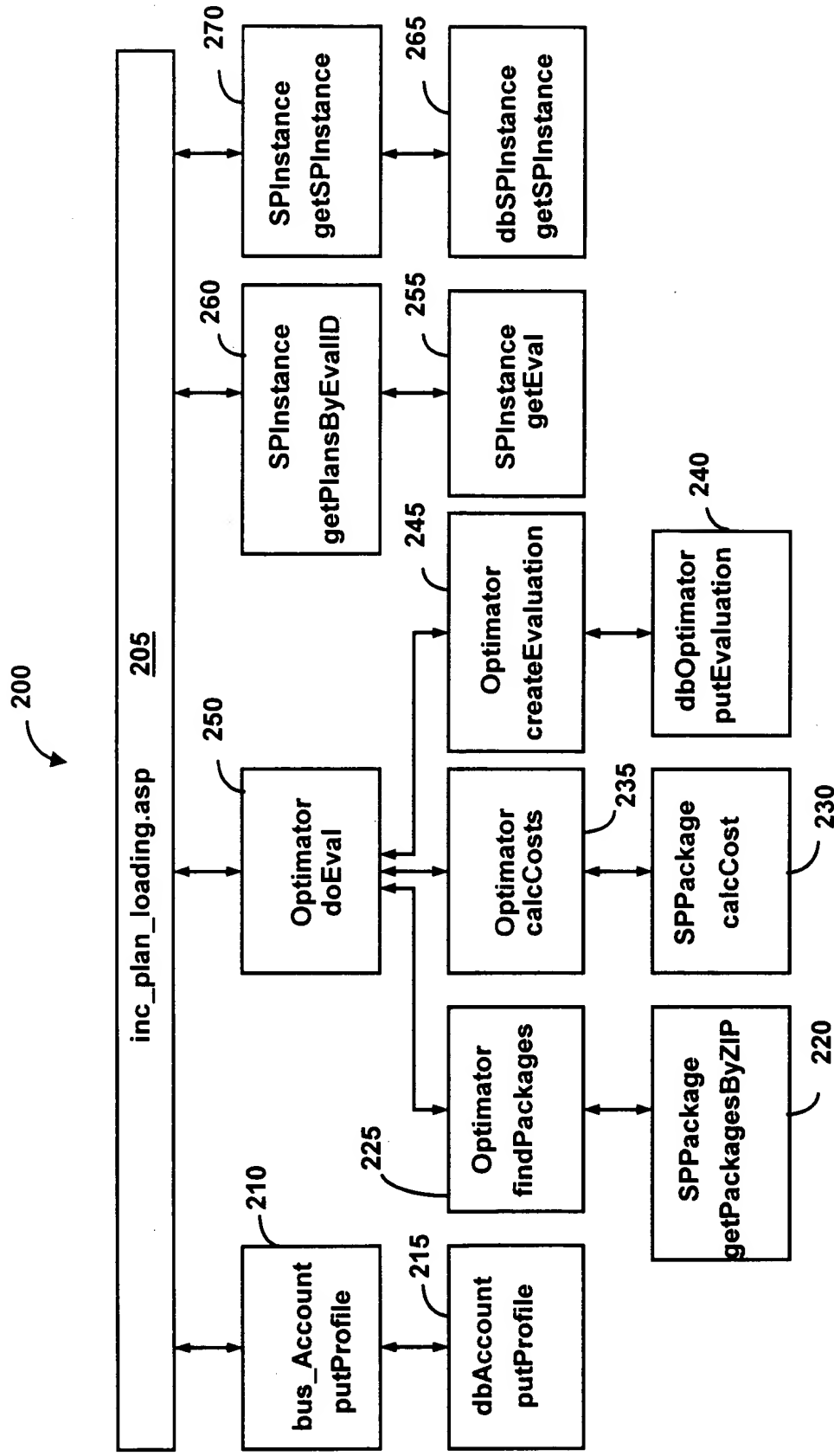
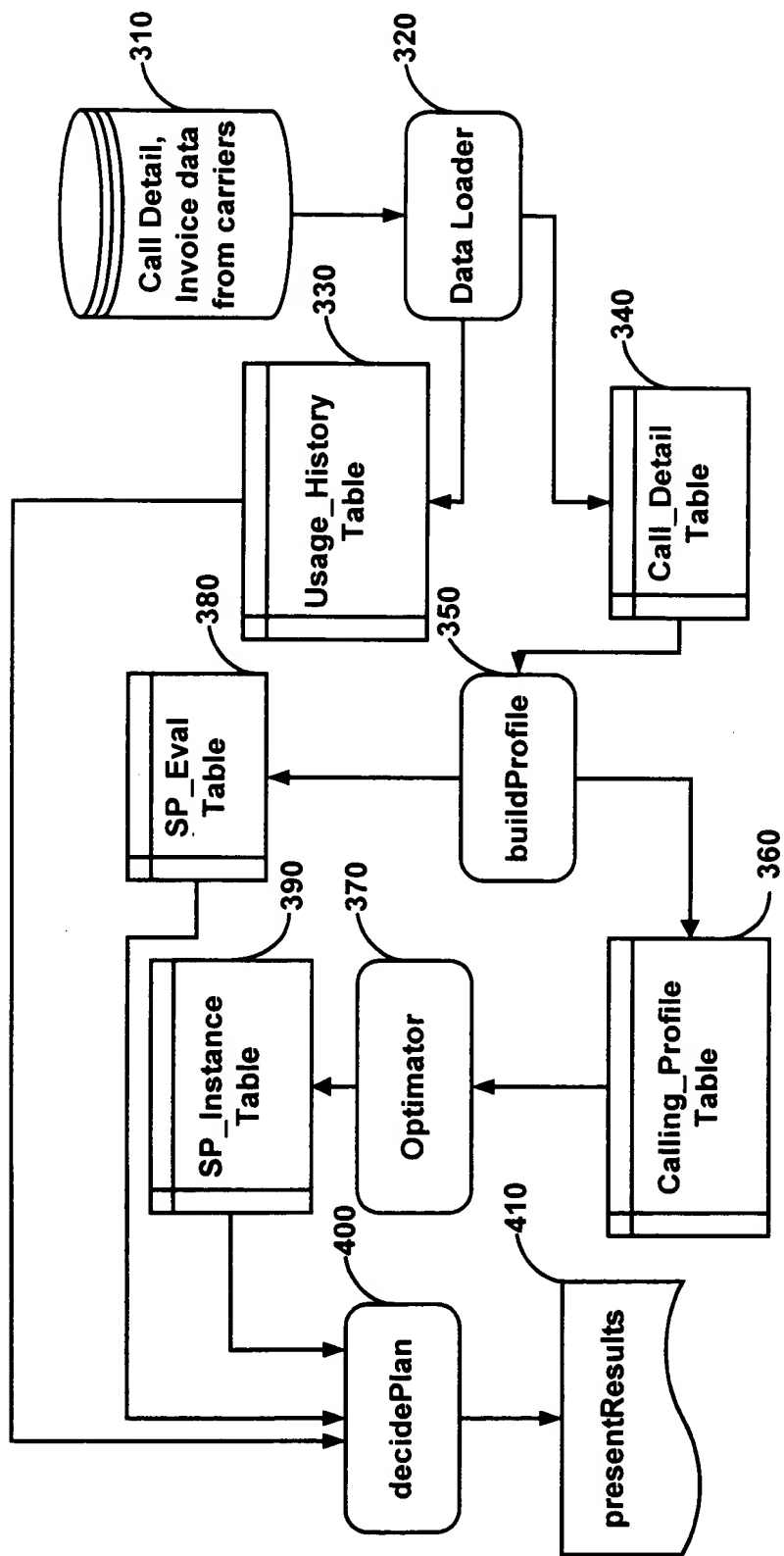
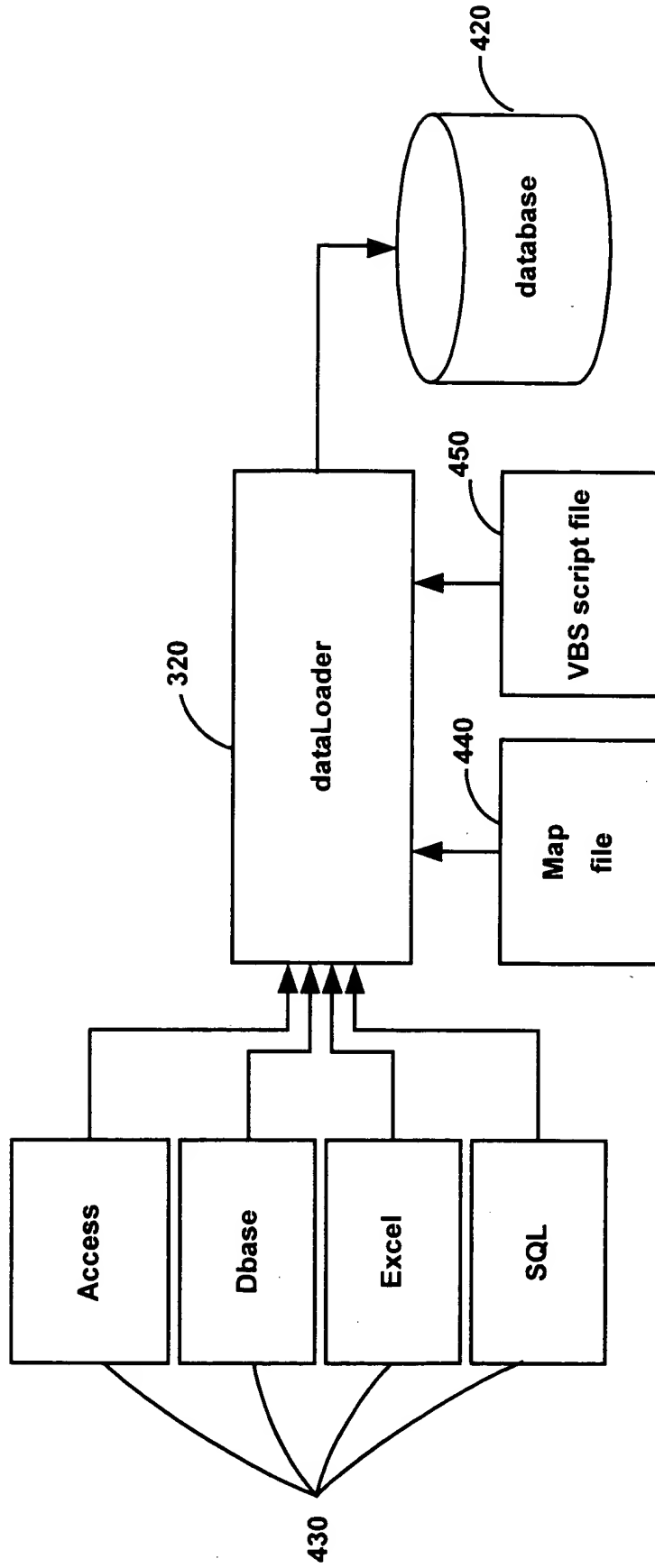


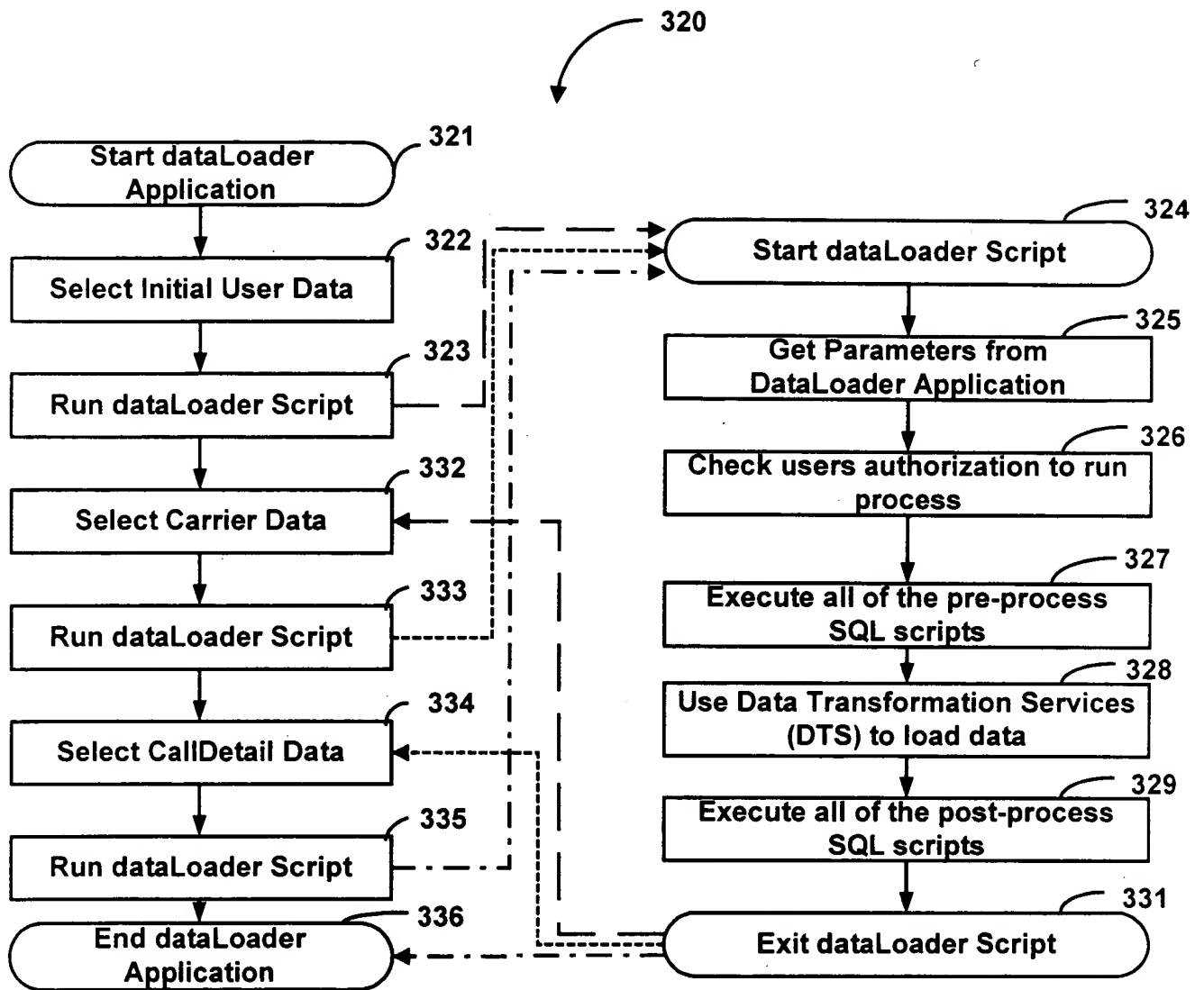
FIG. 4



**FIG. 5**



**FIG. 6**



**FIG. 7**



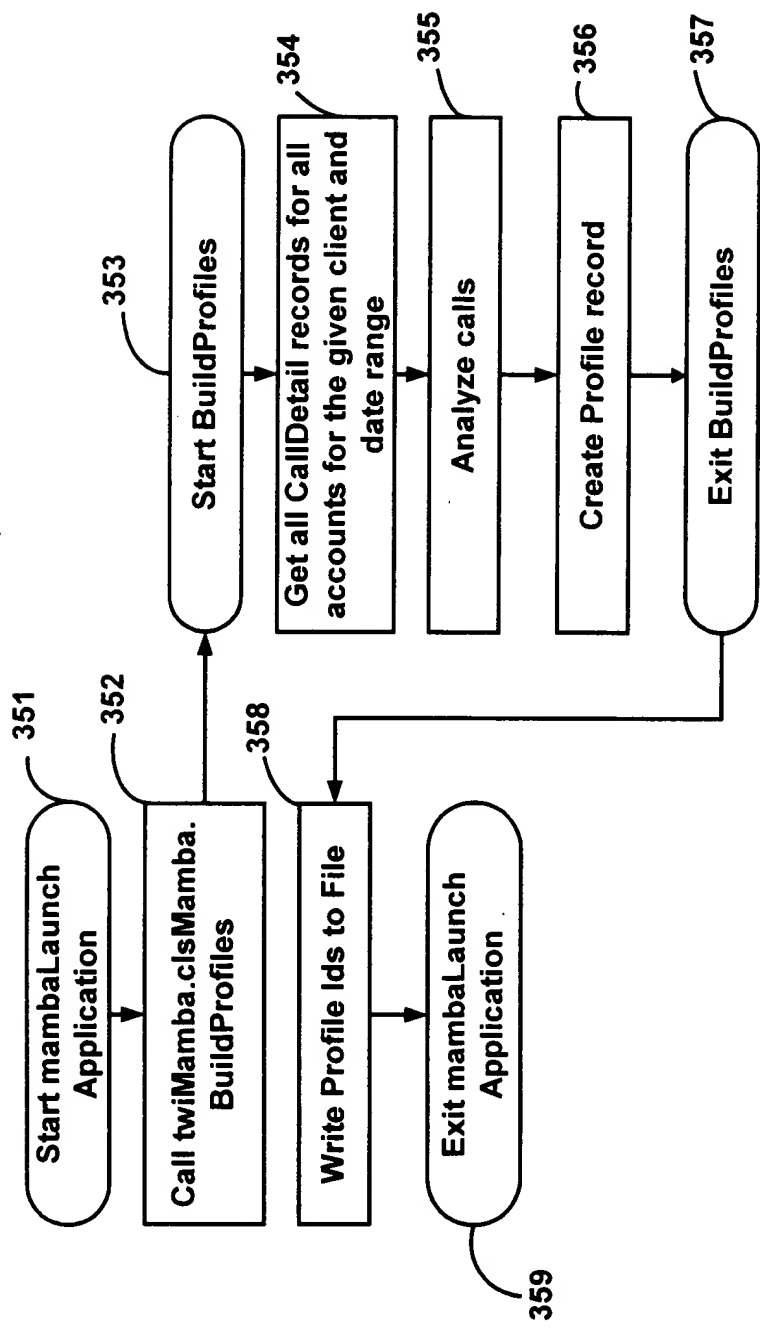
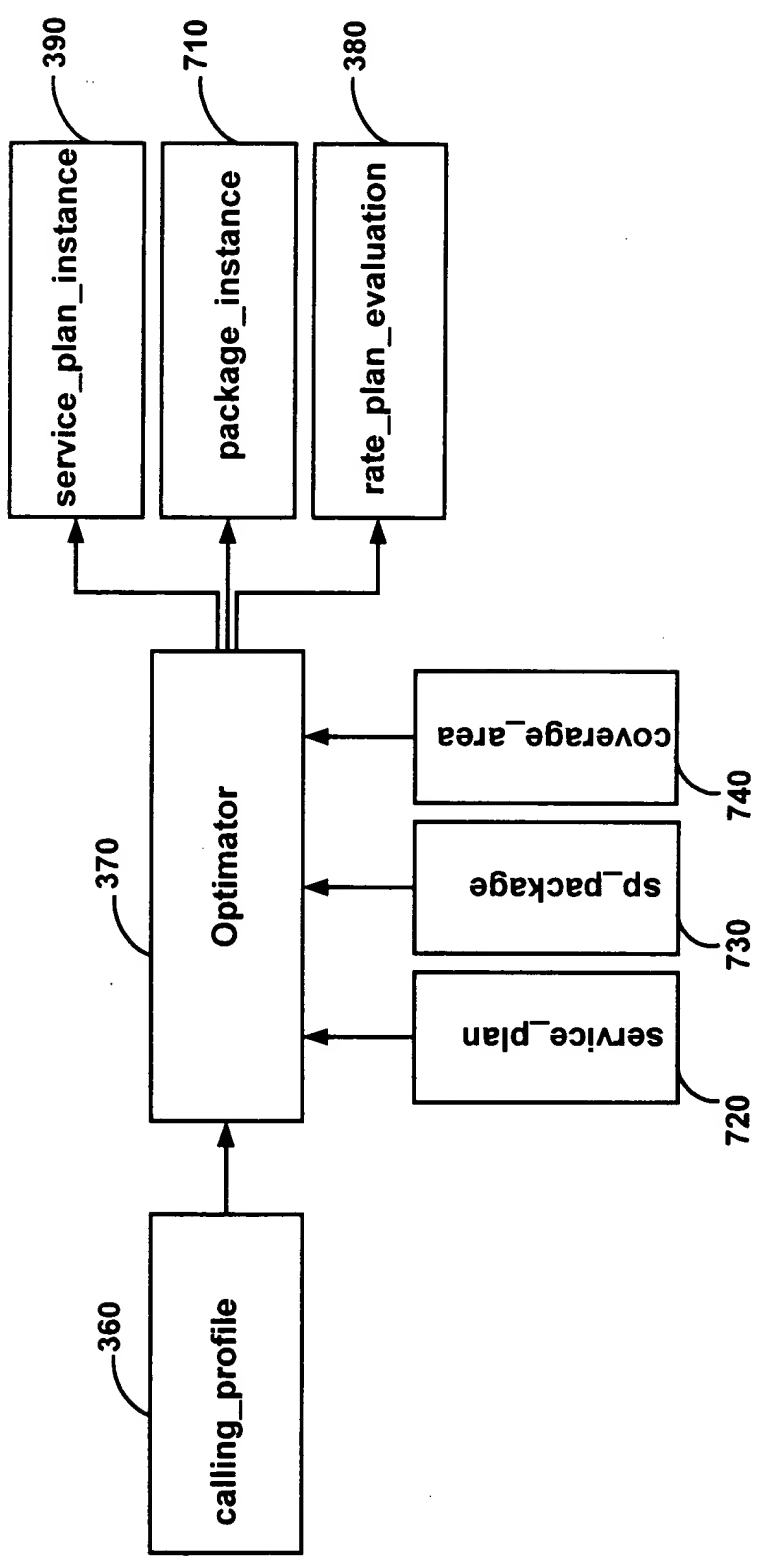
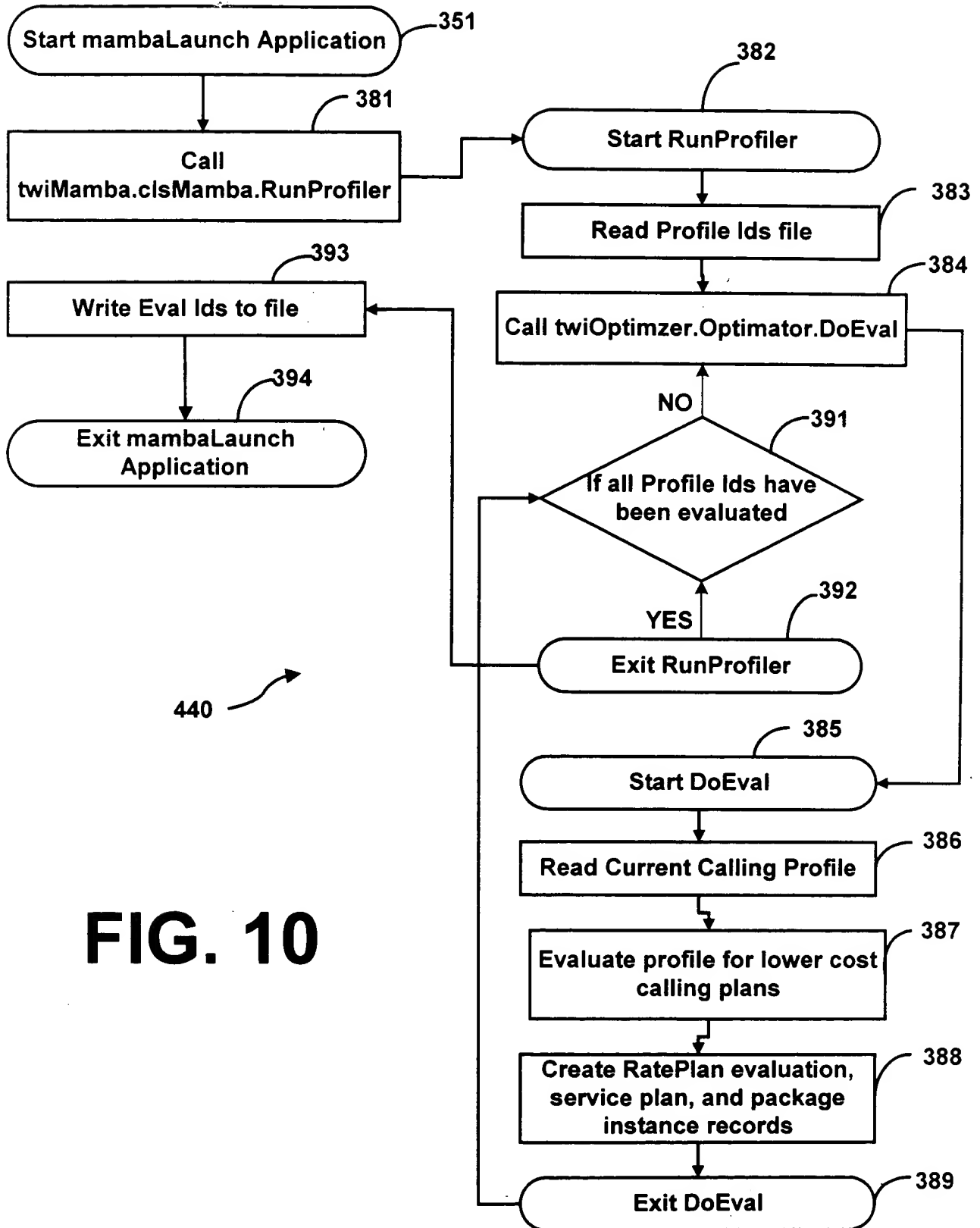


FIG. 8

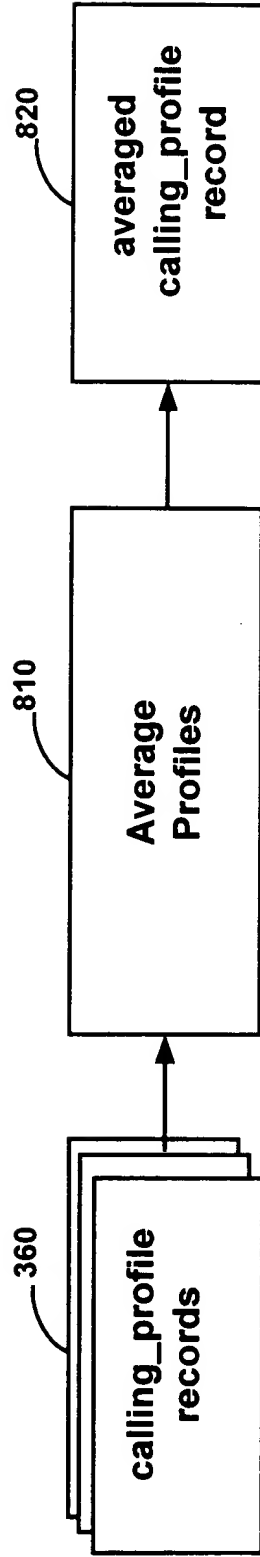
FIG. 9 is a block diagram of a system for optimizing a service plan.



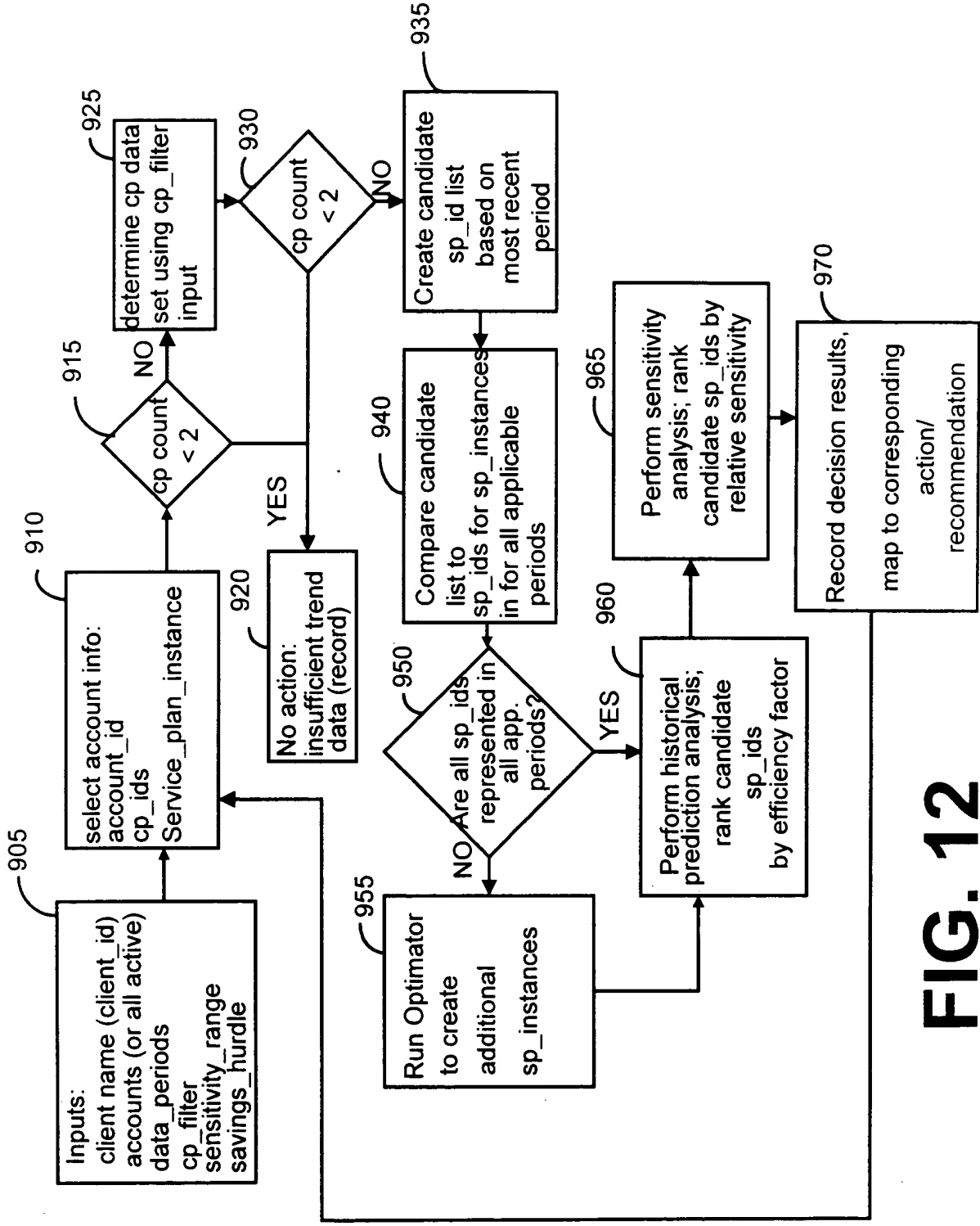
**FIG. 9**



**FIG. 10**

[illegible]

**FIG. 11**



**FIG. 12**

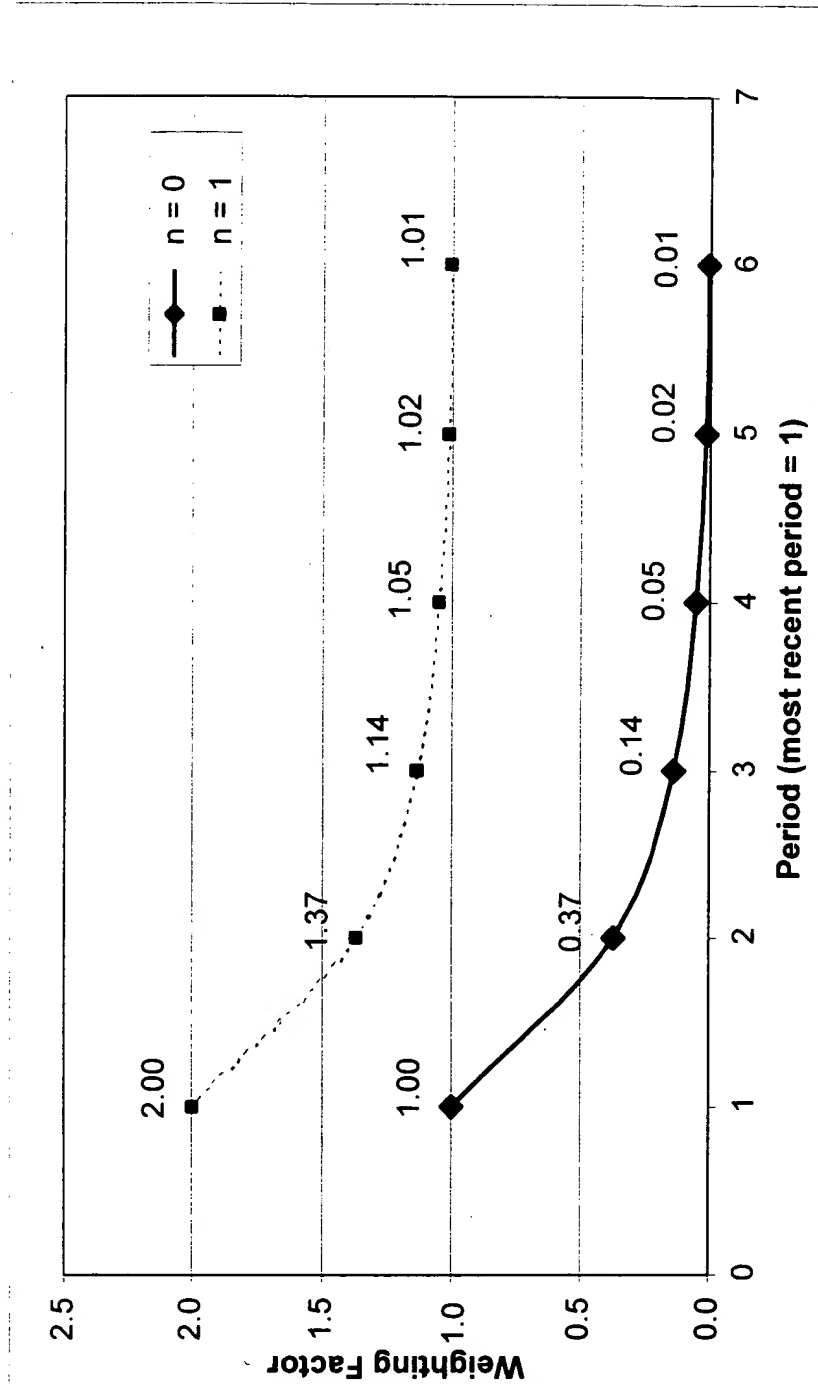
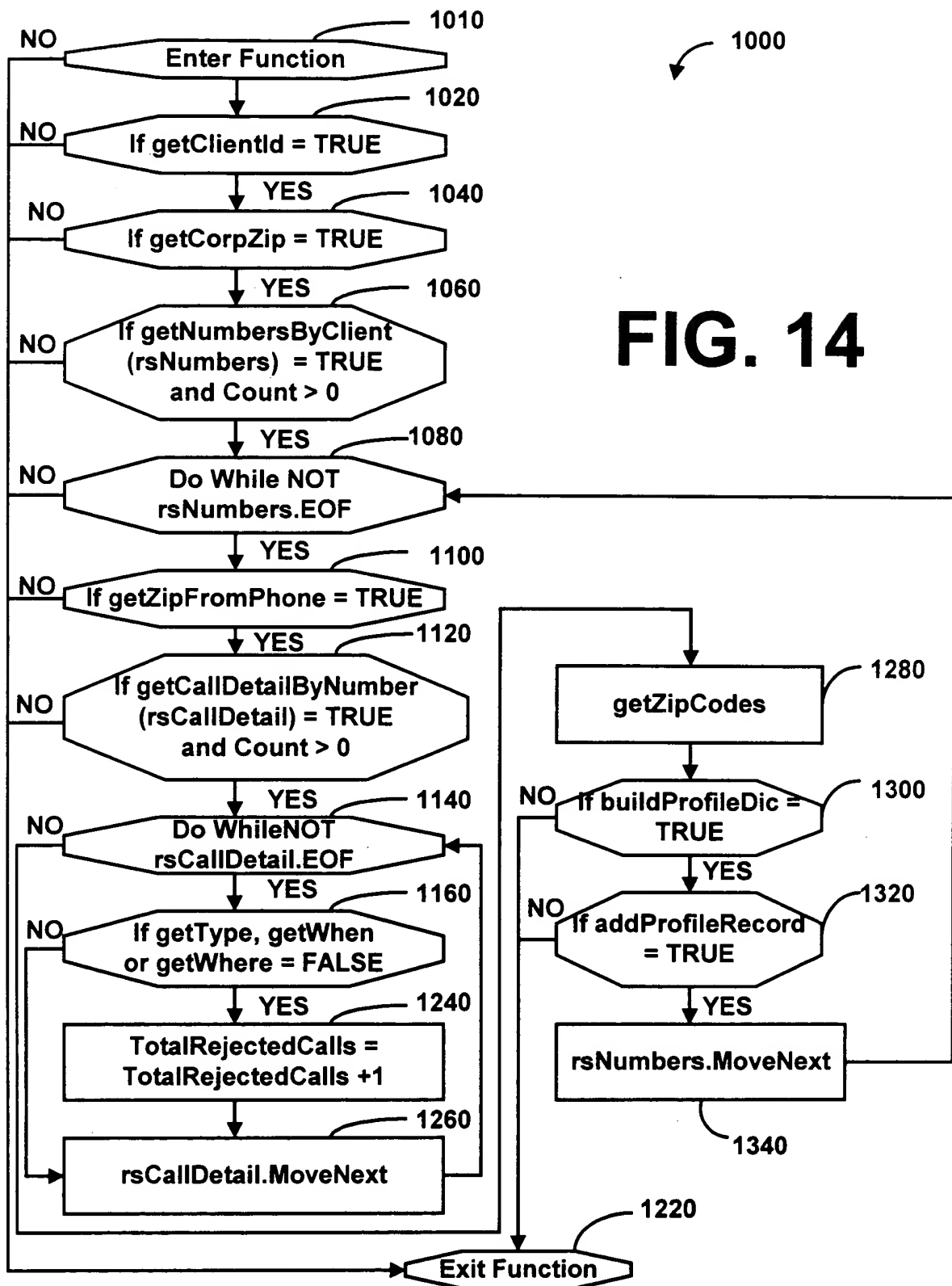
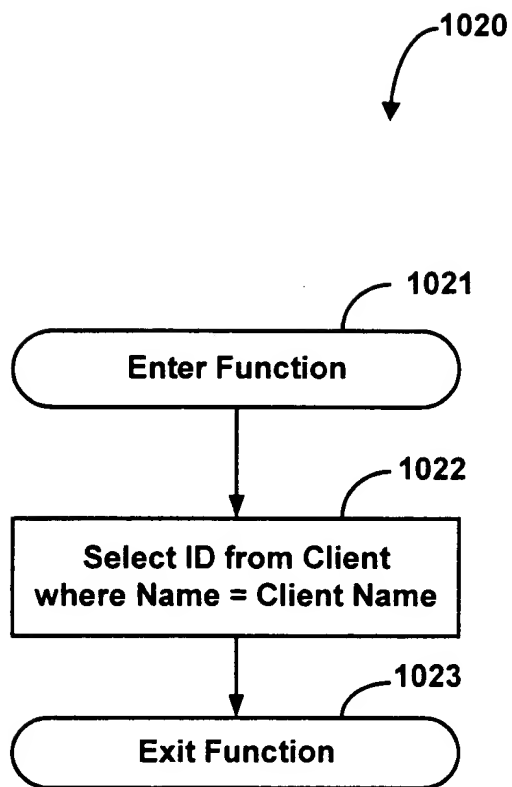


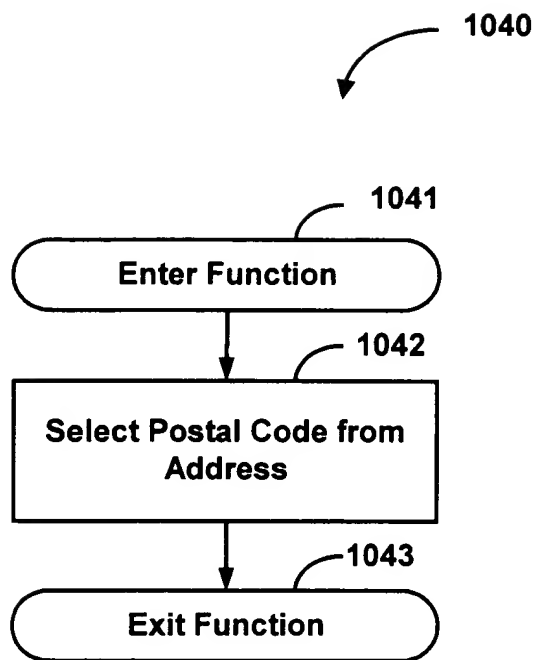
FIG. 13



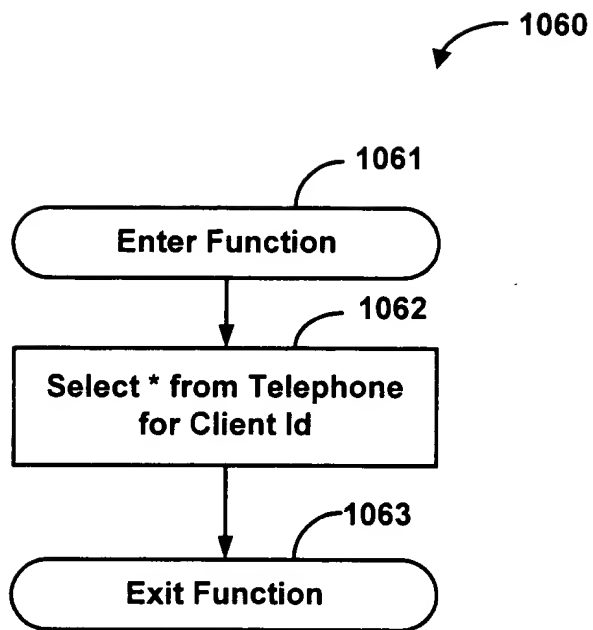


**FIG. 15**

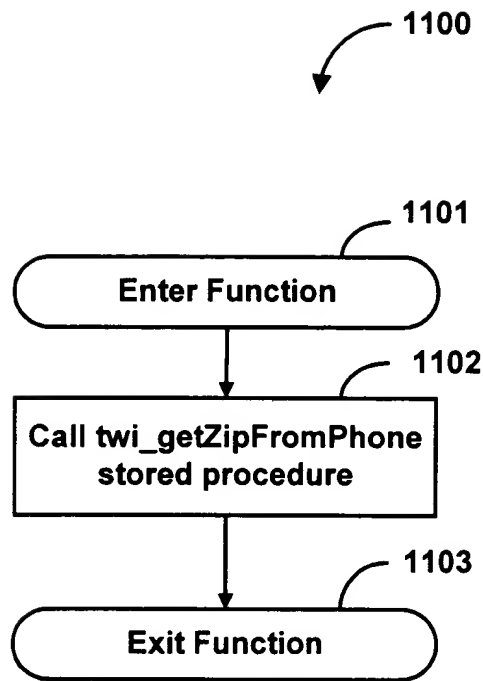




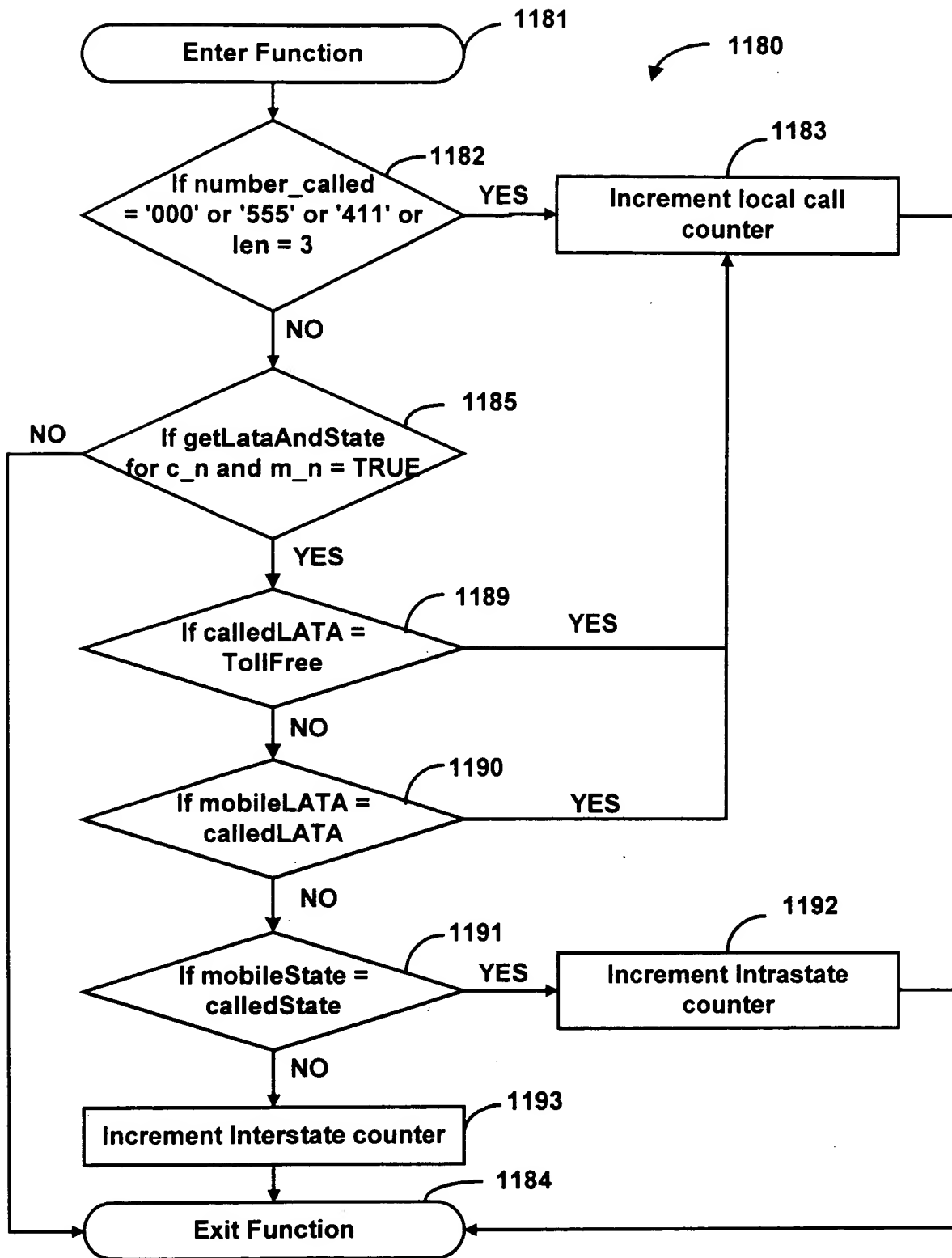
**FIG. 16**



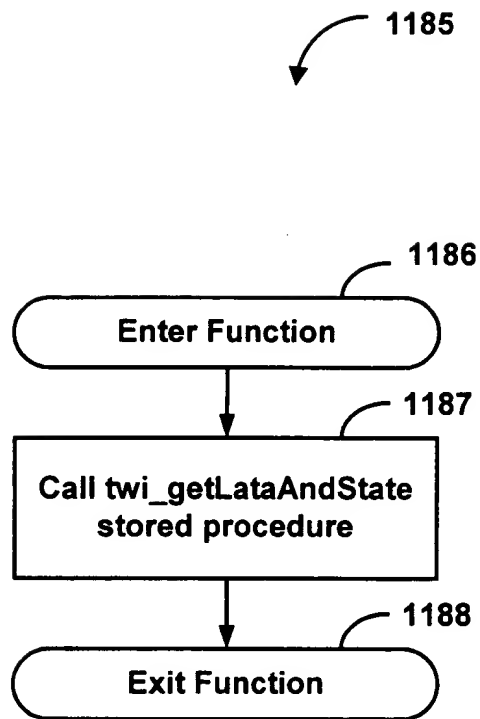
**FIG. 17**



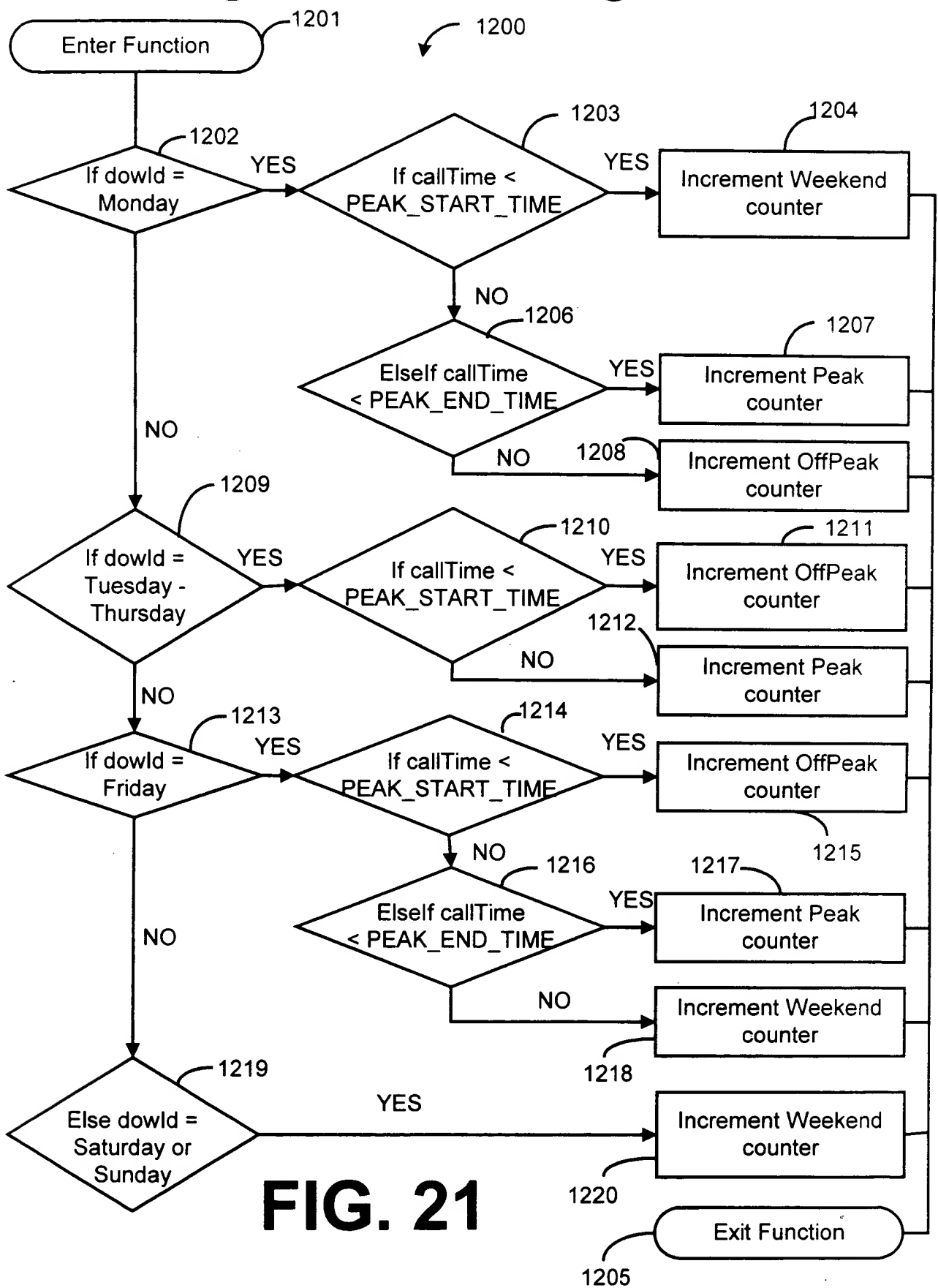
**FIG. 18**



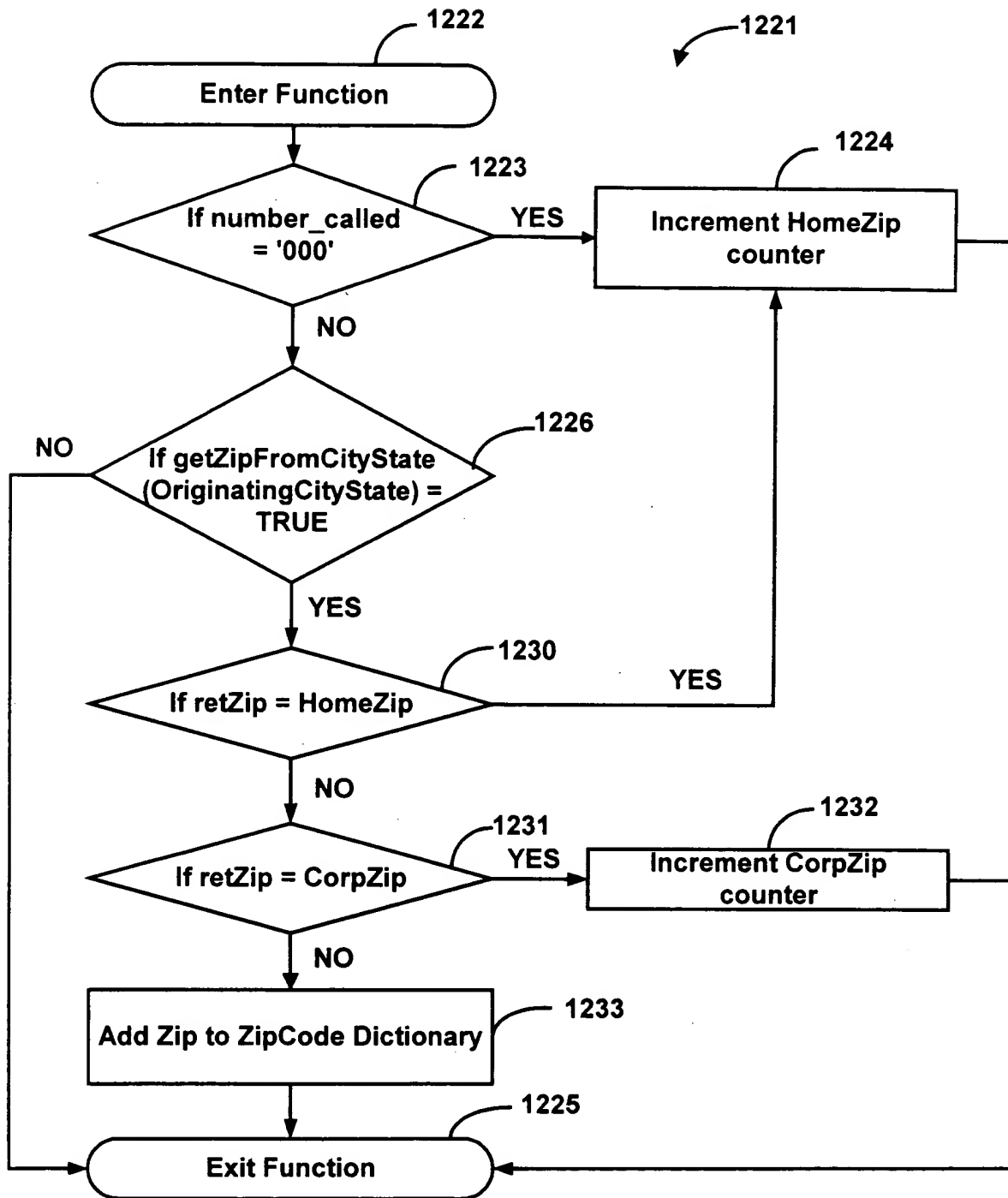
**FIG. 19**



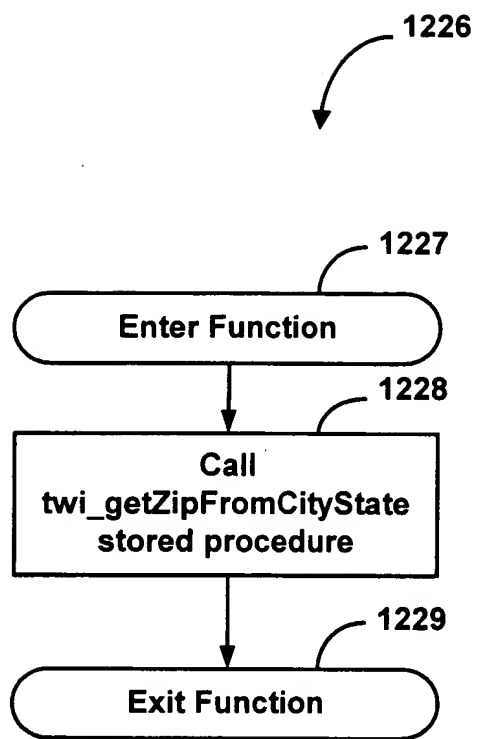
**FIG. 20**



**FIG. 21**

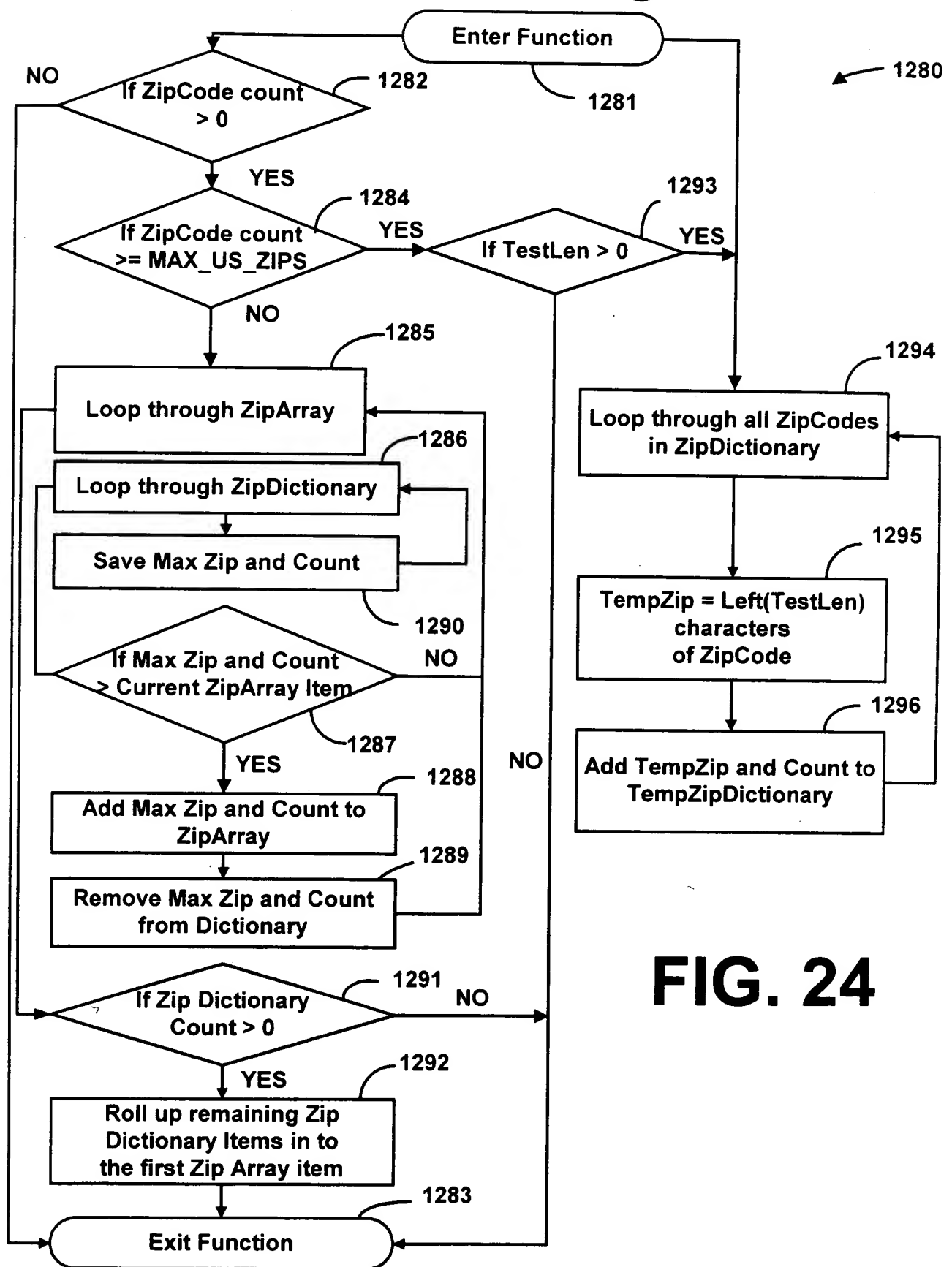


**FIG. 22**

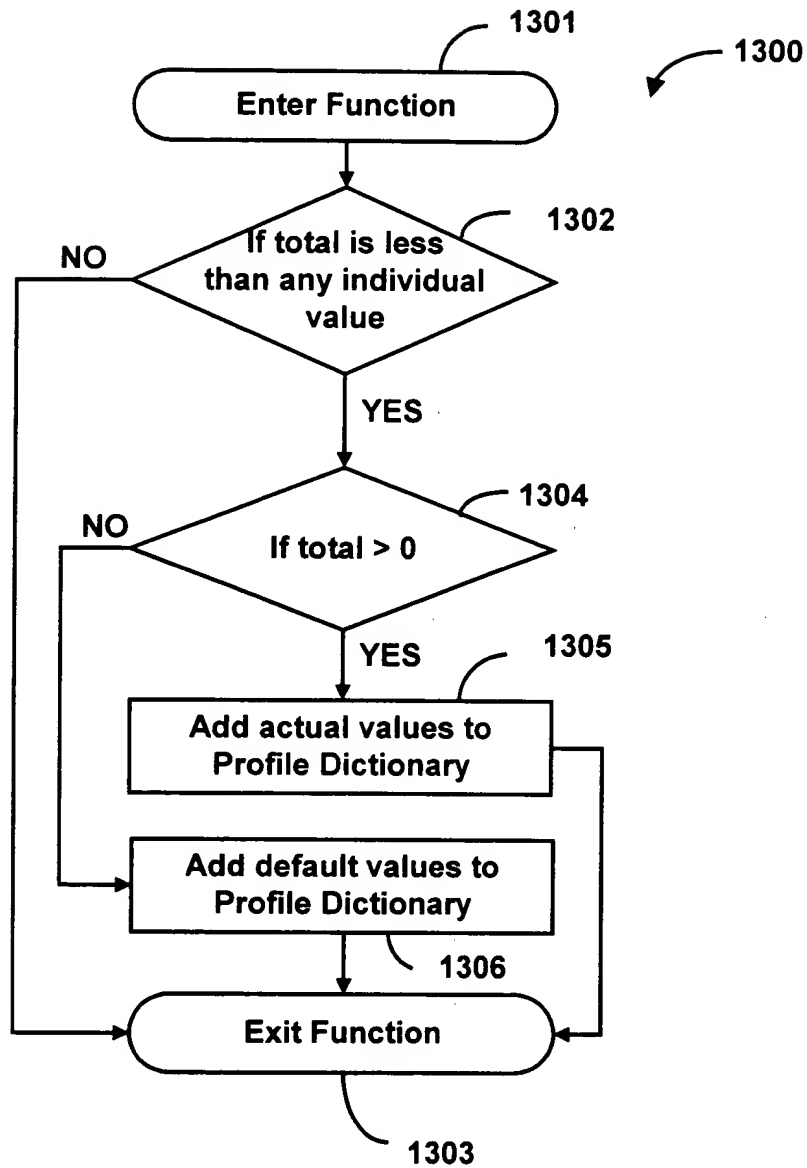


**FIG. 23**

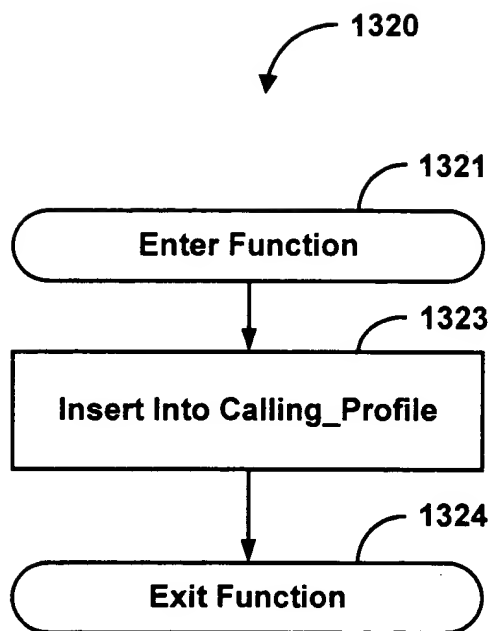




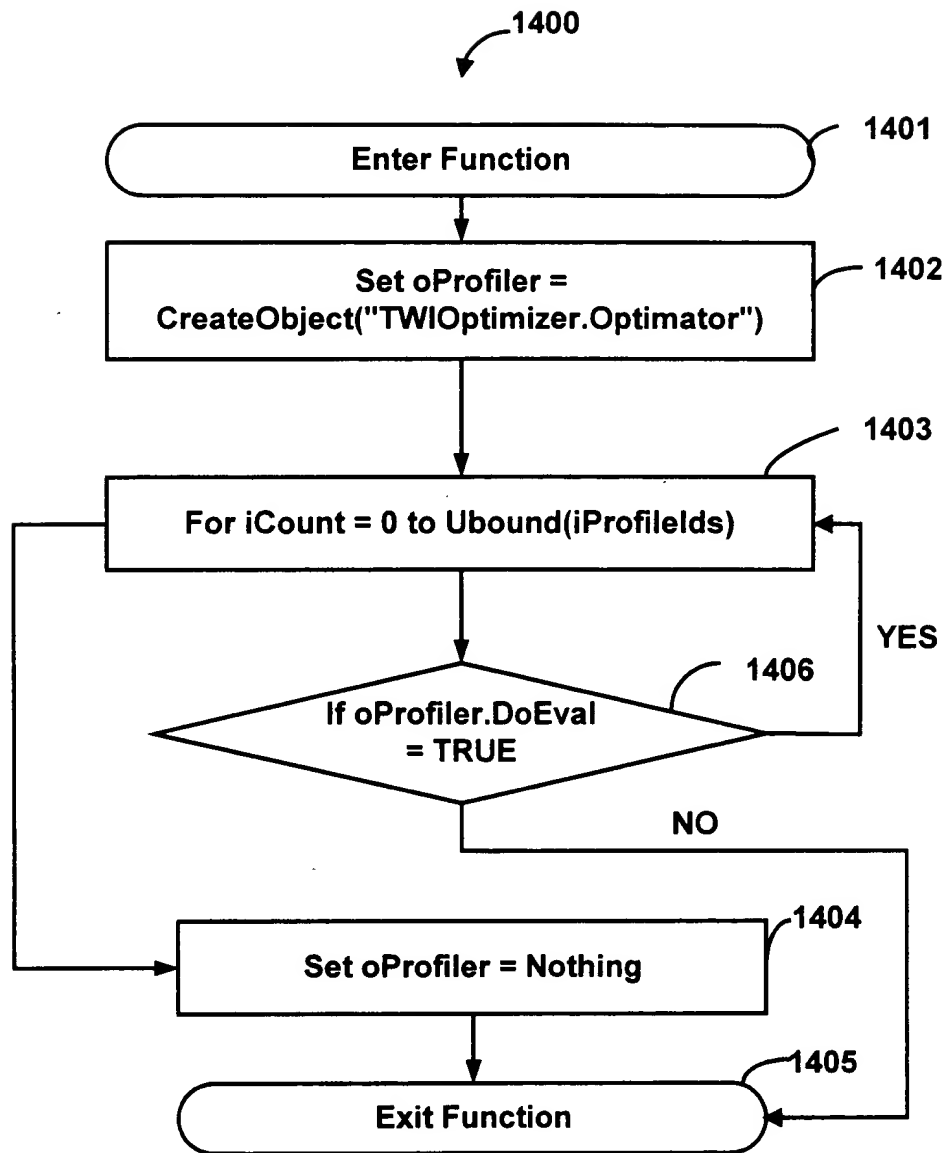
**FIG. 24**



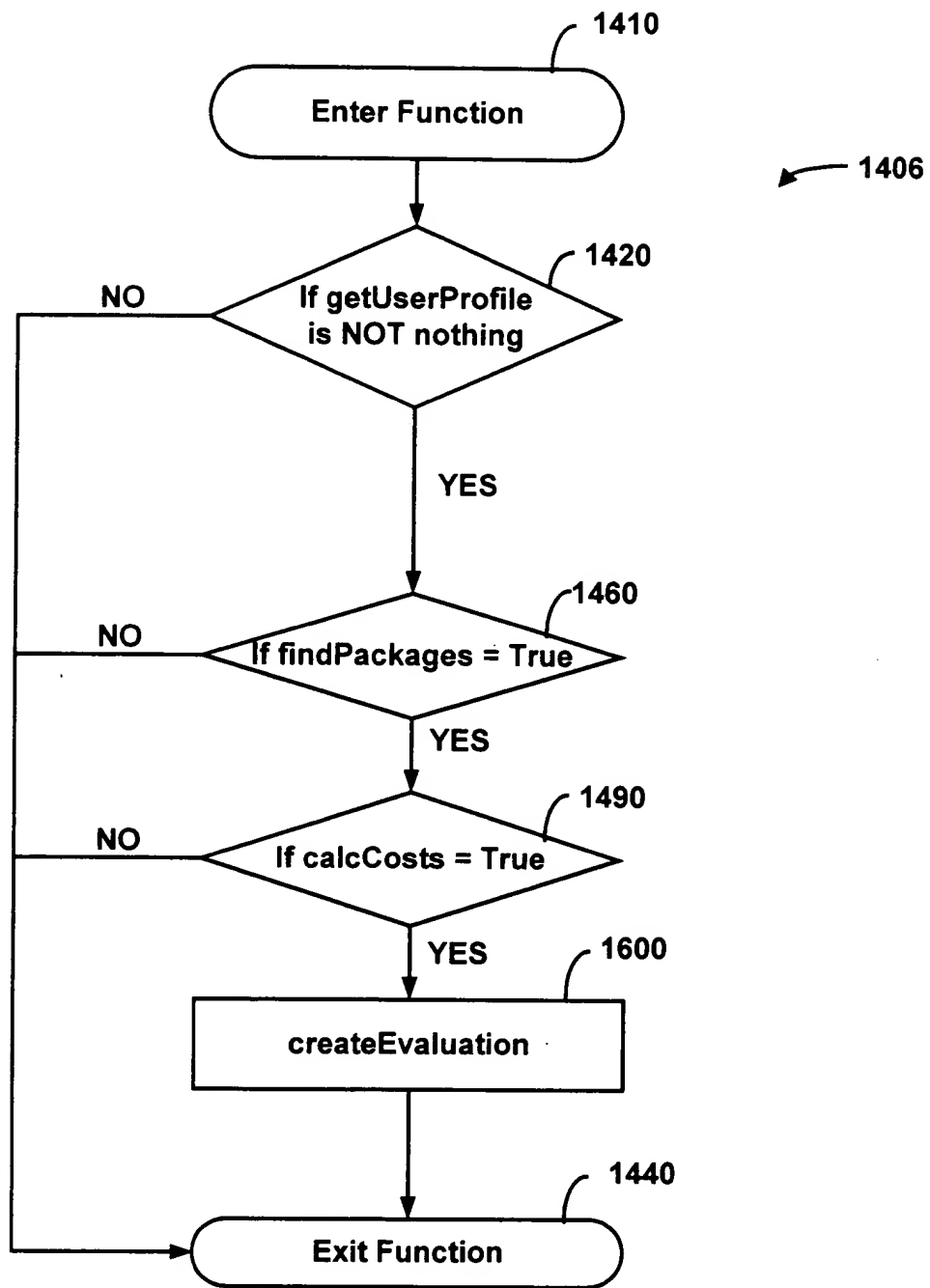
**FIG. 25**



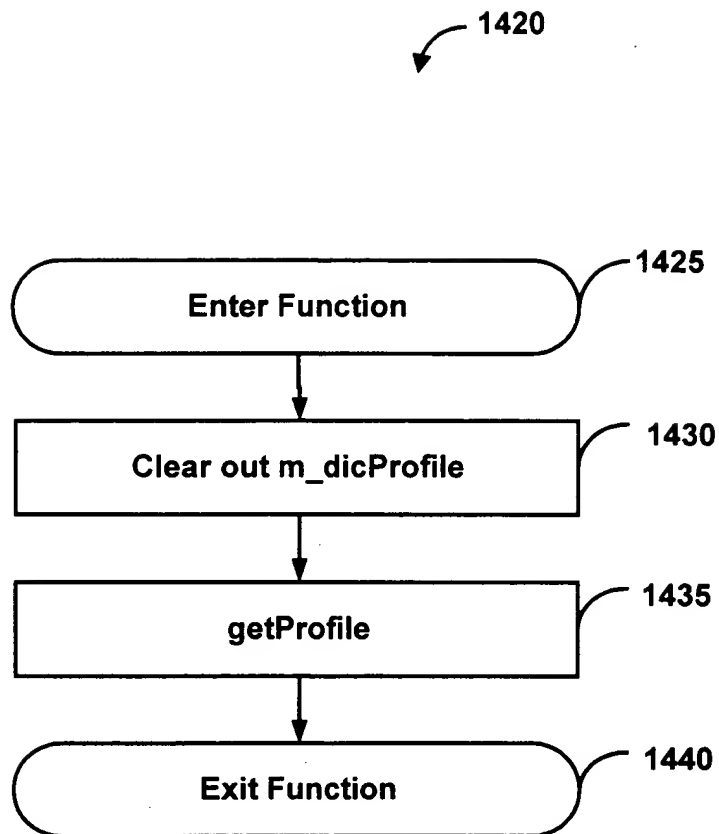
**FIG. 26**



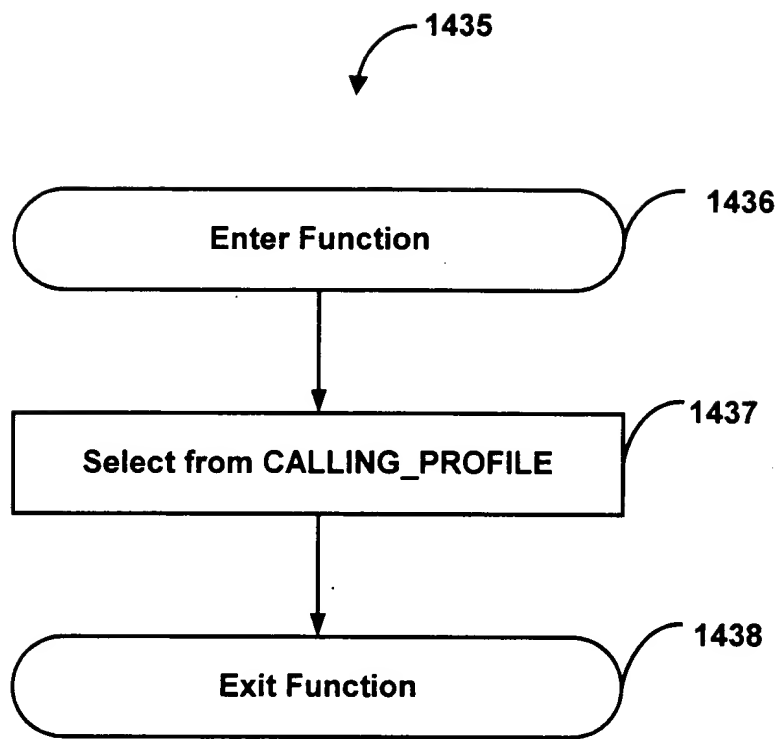
**FIG. 27**



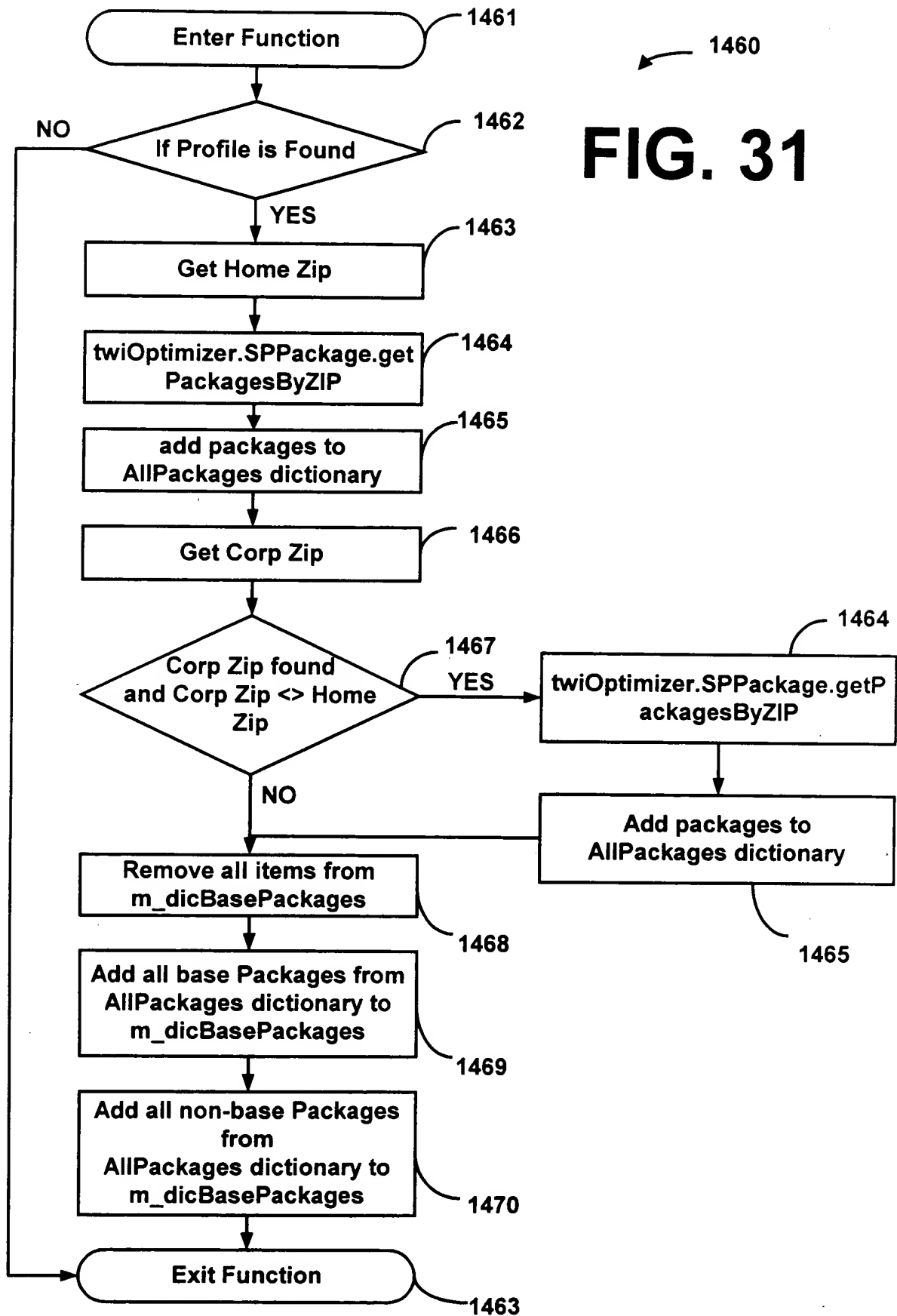
**FIG. 28**



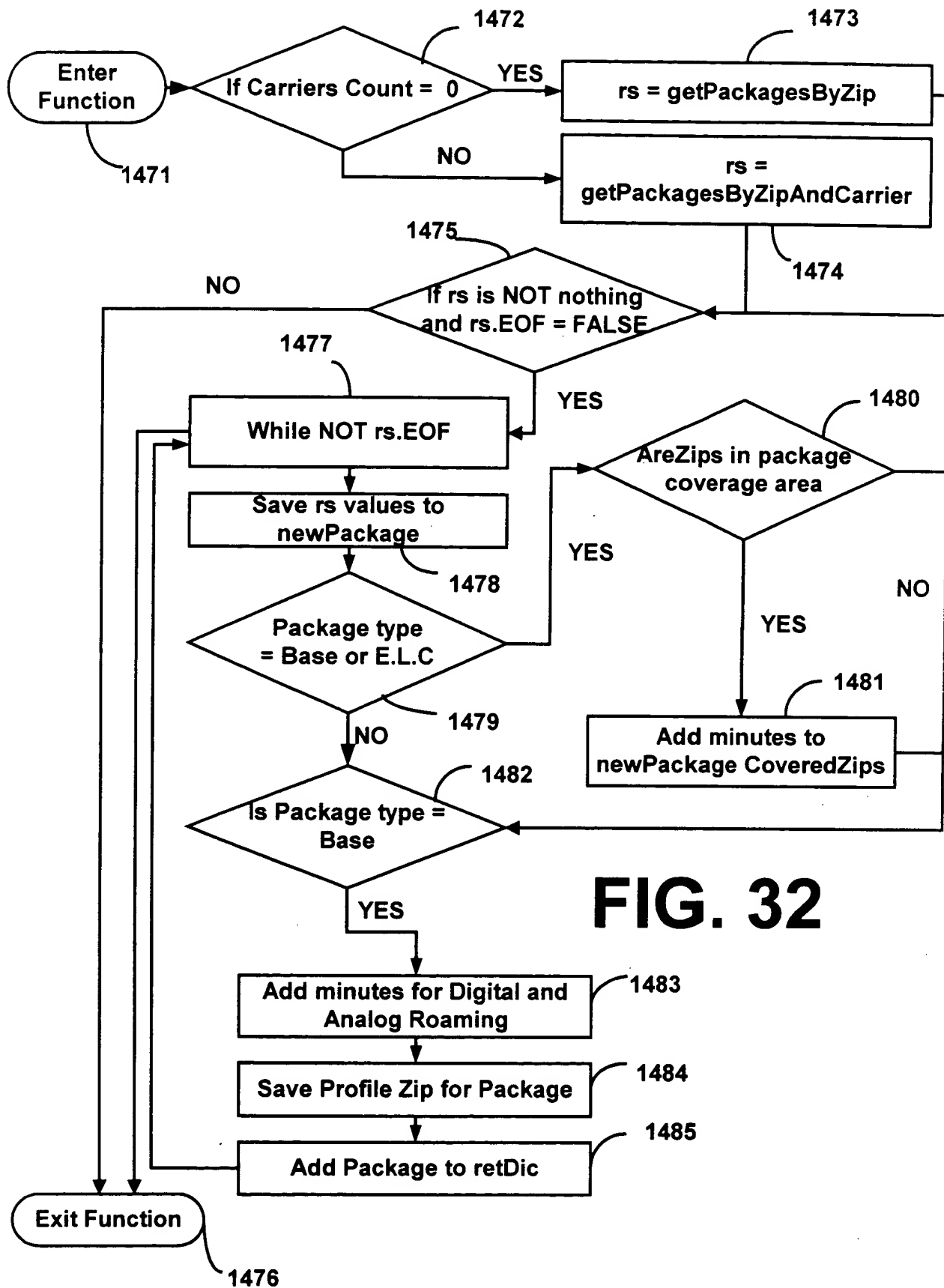
**FIG. 29**

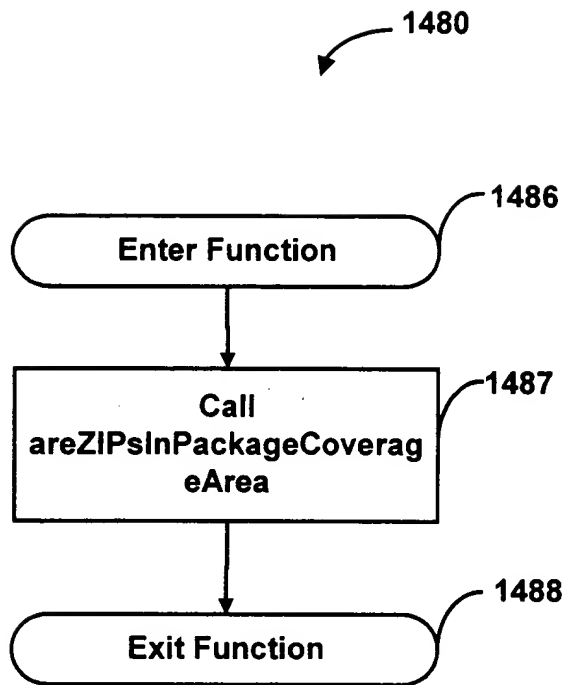


**FIG. 30**

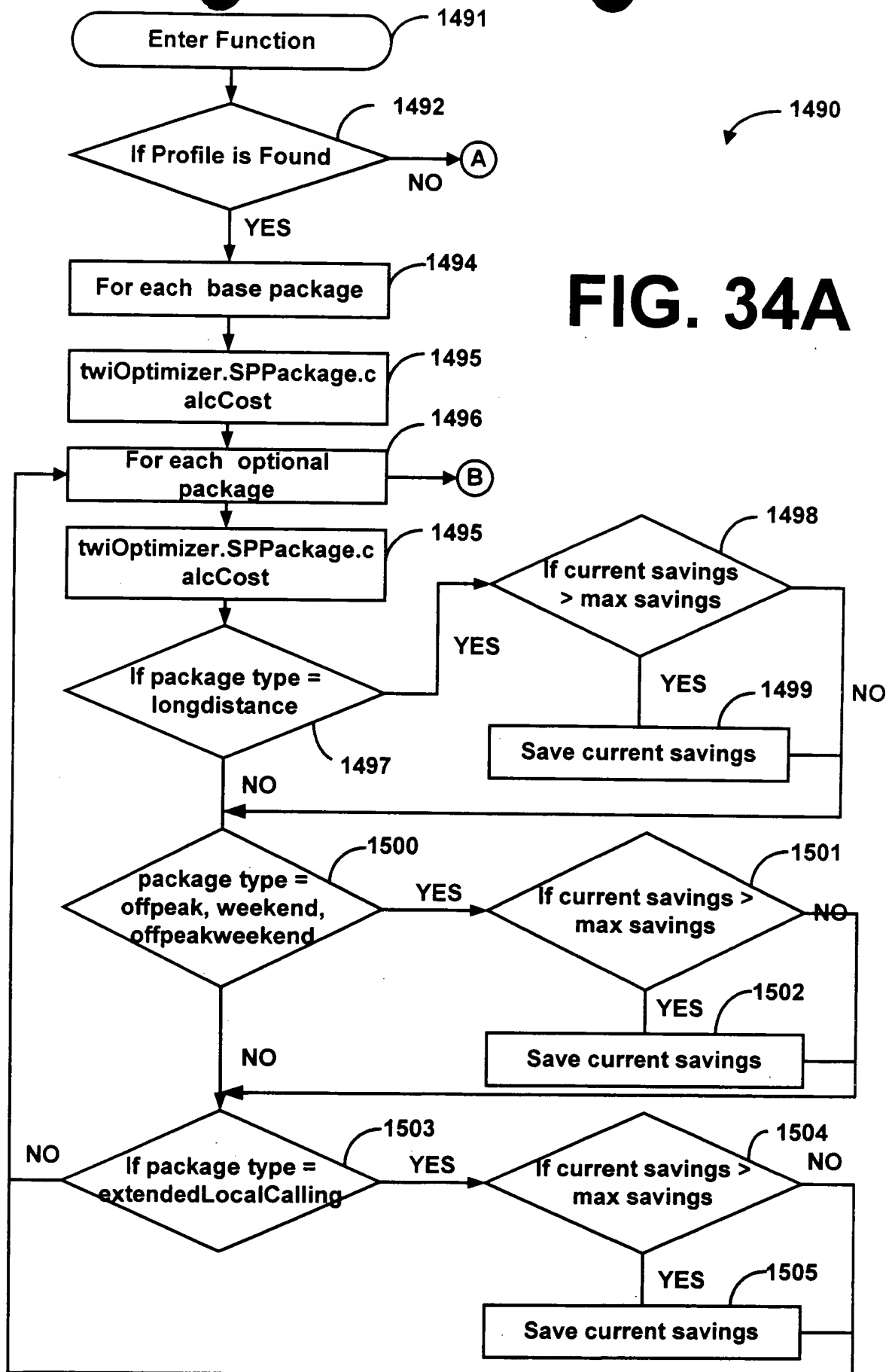


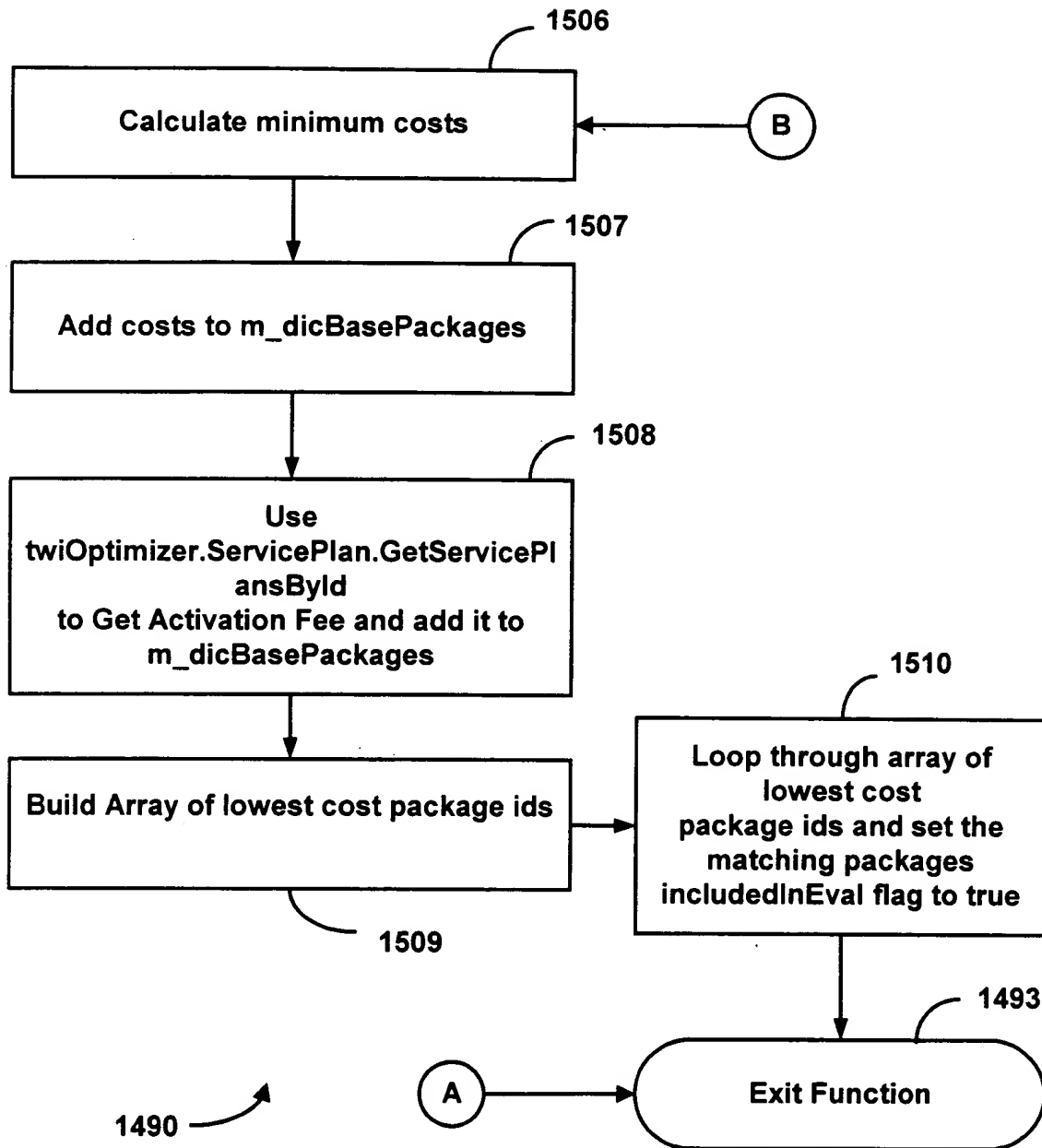




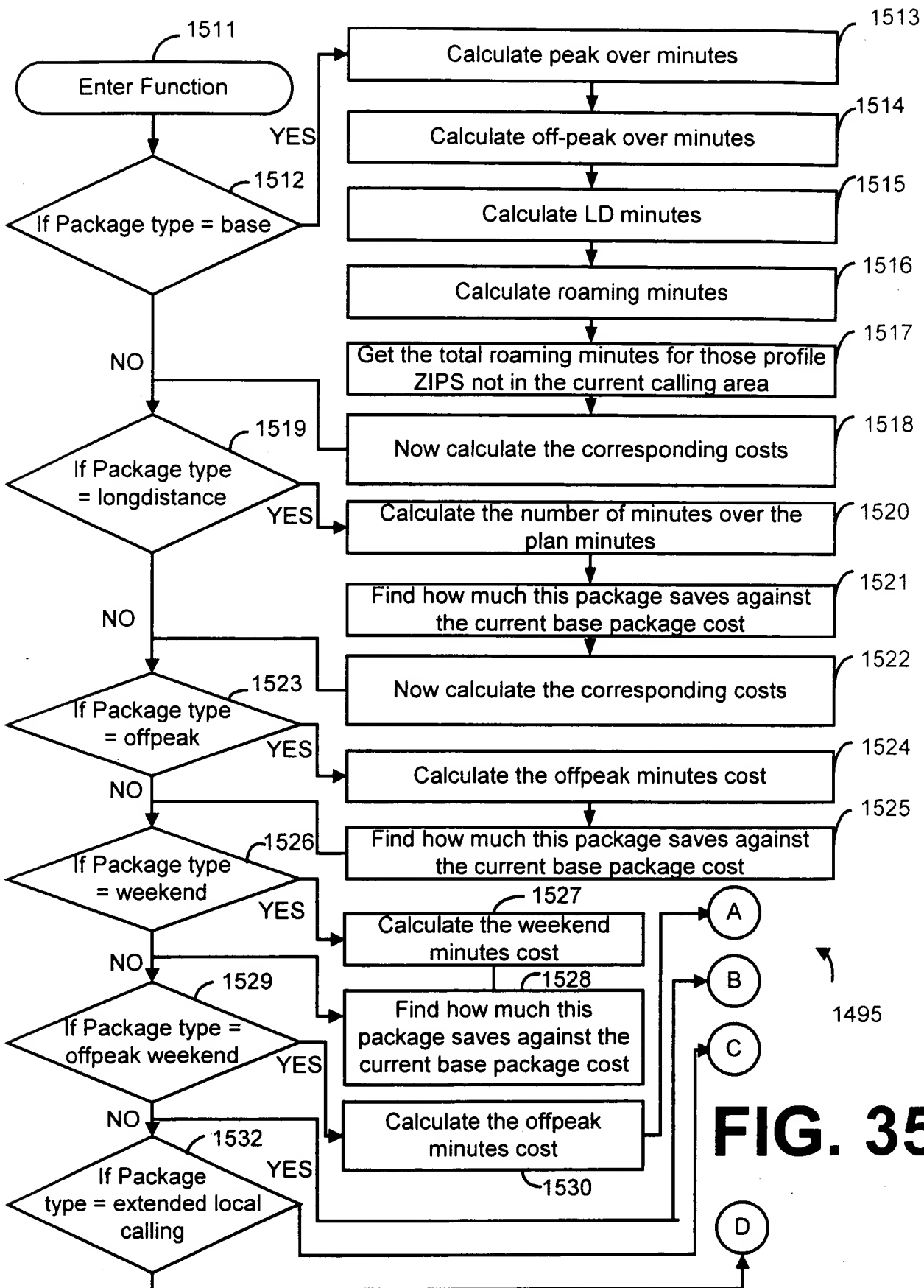


**FIG. 33**

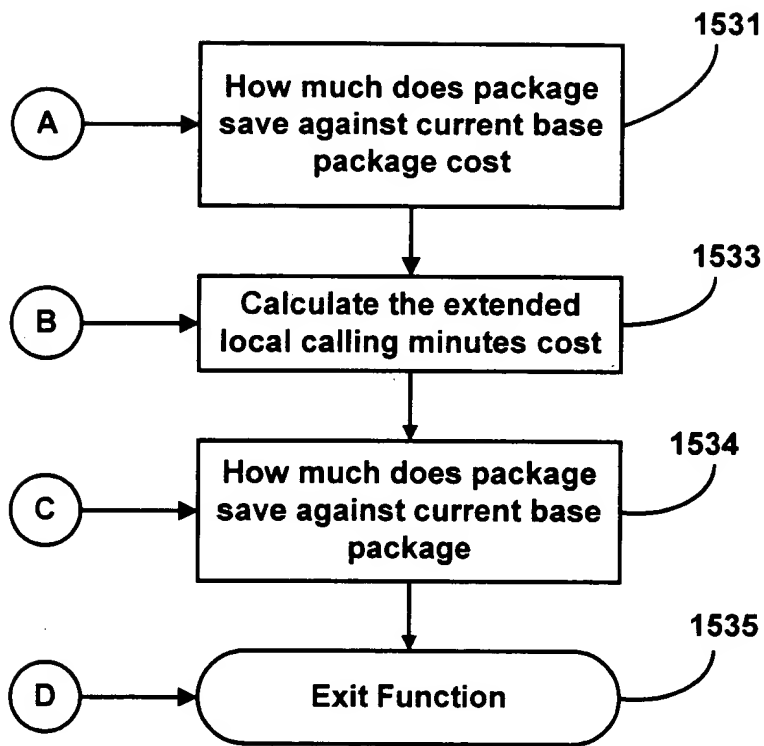




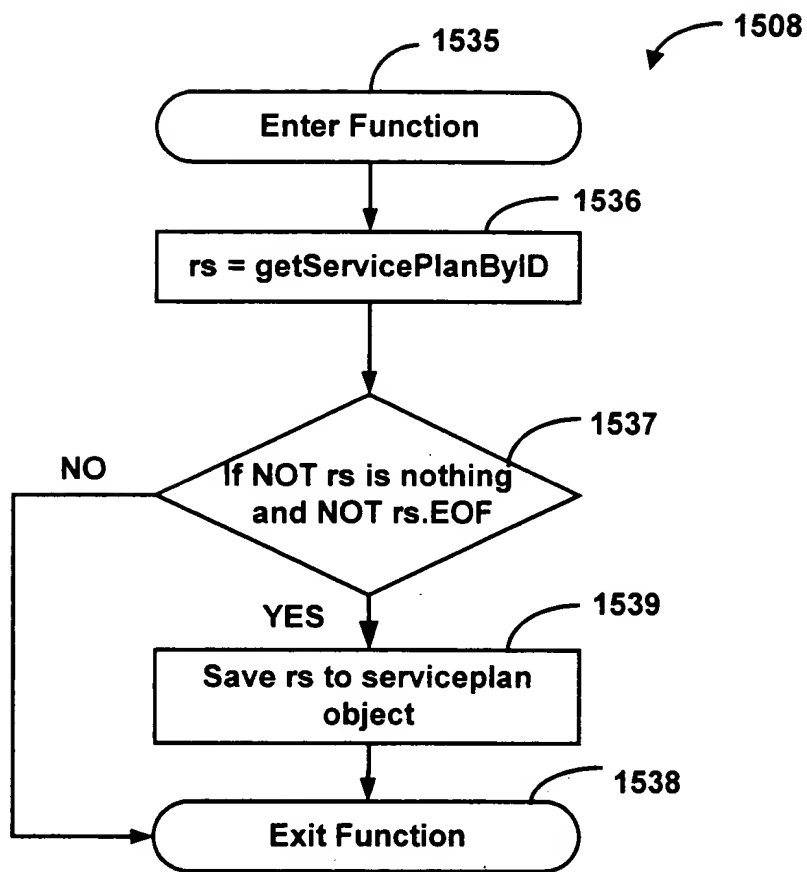
**FIG. 34B**



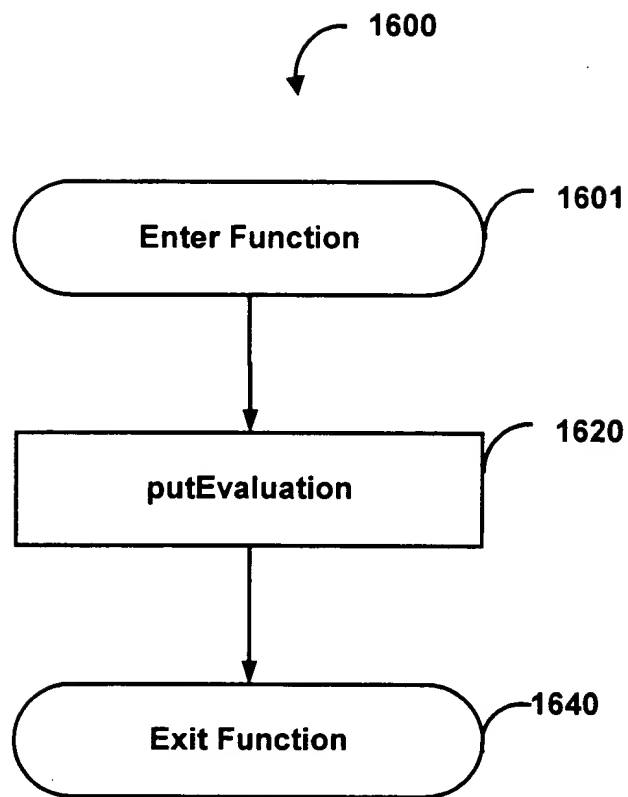
**FIG. 35A**



**FIG. 35B**



**FIG. 36**

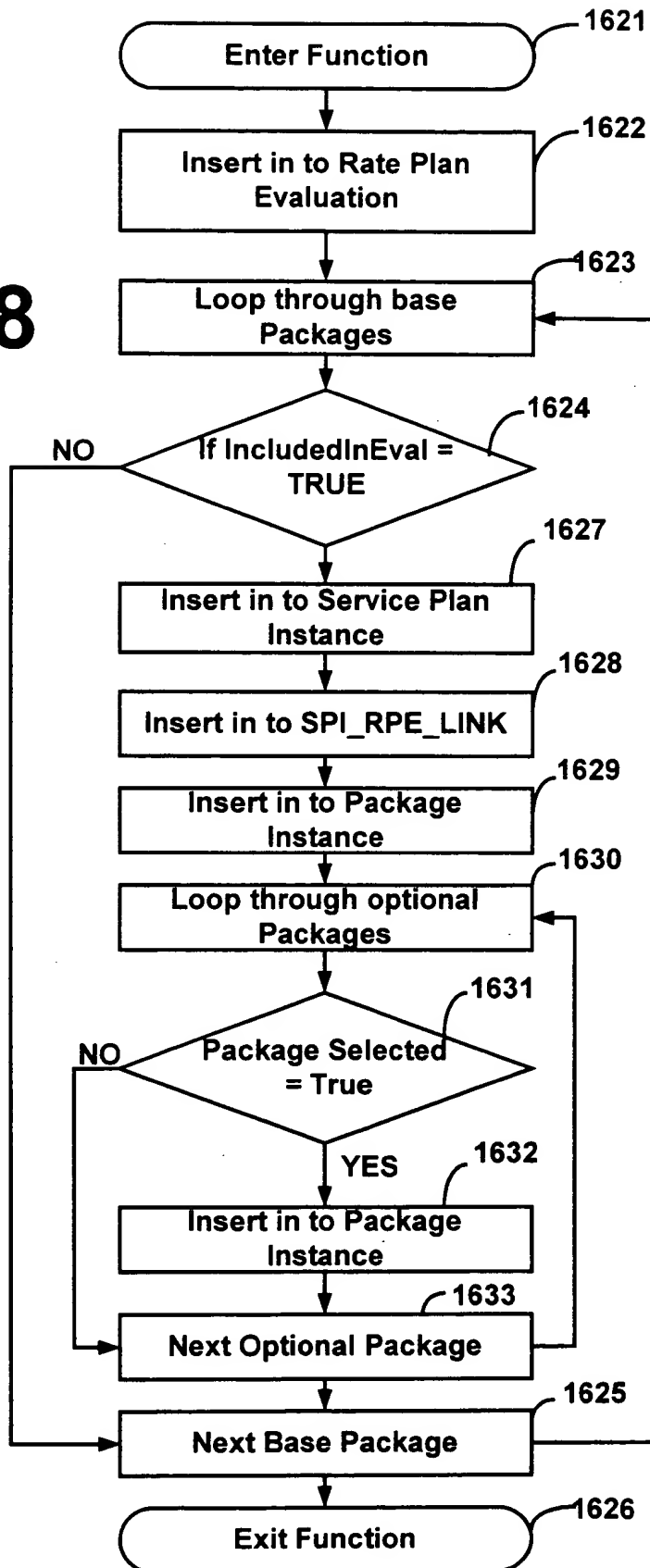


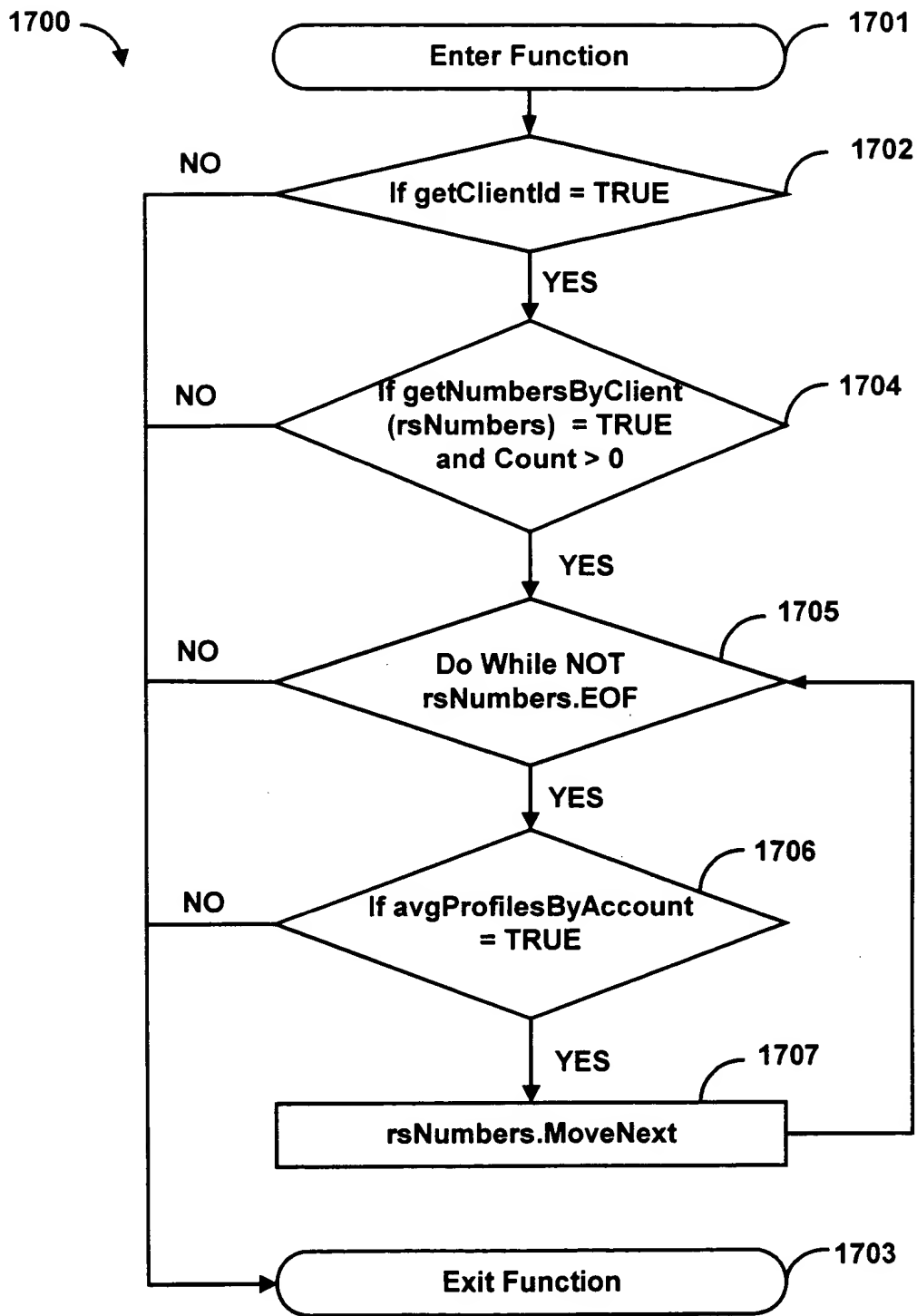
**FIG. 37**



FIG. 38

1620





**FIG. 39**

Enter Function 1750

NO  
If getProfileRecords  
(rsProfiles) = TRUE and  
Count > 0 1760  
YES

NO  
Do While  
NOT rsProfiles.EOF 1780  
YES

NO  
If HomeZip is the same 1790  
YES

Sum all call values 1800

iPeriods = iPeriods + 1 1810

getZipCodes 1820

NO  
If iPeriods > 0 1830  
YES

Average all sums 1840

Build Profile Dictionary 1300

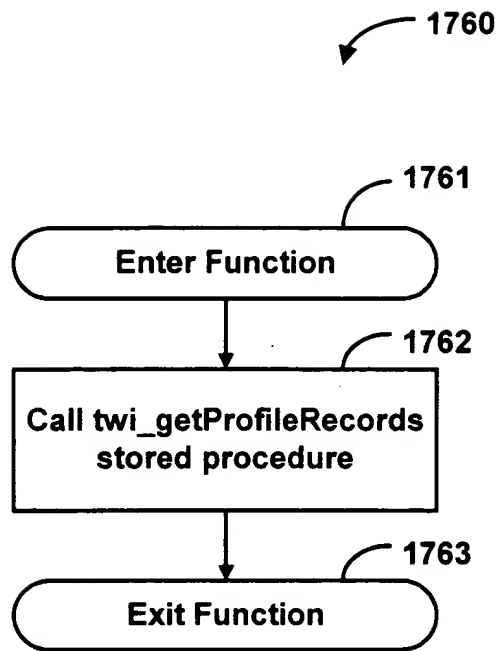
addProfileRecord 1320

Exit Function 1770

FIG. 40

1706

FIG. 40



**FIG. 41**